

**Florida Department of Transportation Survey**

**Methods Report**

**Commercial Drivers**

**Bureau of Economic and Business Research  
Survey Program  
College of Business Administration  
University of Florida**

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**Methods Report  
Commercial Drivers**

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**Submitted to:  
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**January 2001**

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## **Introduction**

The Florida Department of Transportation (DOT) contracted with the Bureau of Economic and Business Research (BEBR) at the University of Florida to conduct a customer satisfaction survey of commercial driver satisfaction with the Florida State Highway System. This survey was intended to provide an objective evaluation of commercial Florida Highway users, focusing on seven geographic areas. Another survey of Florida residential drivers was conducted simultaneously, which allows for comparison and aggregate evaluation of satisfaction with the Florida State Highway System.

## **Overview of Survey Method**

The survey used for this study was created by the Florida Department of Transportation, using information collected from a series of focus groups and individual interviews to determine the needs and expectations of FDOT customers. The survey instrument, submitted by FDOT, was programmed and evaluated by BEBR programmers and supervisors. The survey instrument was translated into Spanish by BEBR staff with backgrounds from a number of different Spanish-speaking countries, including Cuba, Puerto Rico, Spain, Nicaragua and Venezuela. The final Spanish instrument was considered to be mutually intelligible to speakers of each dialect.

Listed sample for commercial drivers was provided by the Florida Department of Motor Vehicles. Participants were drawn from each of the seven districts identified by the FDOT (see table 1 in Appendix to identify counties in each district). Respondents represented all 67 Florida counties.

Data collection began on September 28, 2000 and ended December 22, 2000. Overall, a total of 1767 surveys were completed.

## **Sample Design**

FDOT requested that a total of 250 surveys be conducted for each district, for a total of 1750 completed surveys of commercial drivers. This was intended to yield a margin of error no more than 6 percent per district and 2.3 percent statewide. The actual margin of error will be different for each question and will depend on the distribution of responses for that question. The margins of error above are maximums. Margins of error for individual questions will probably be lower.

A total of 6,295 telephone numbers were provided from the listed sample. Anywhere between 829 and 1,079 numbers were assigned to each district, depending upon the response rates within each district. The district map was established by the Florida Department of Transportation. The counties found in the 7 districts are listed in table 1 in the Appendix.

## **Disposition of calls**

As with all surveys the outcome of a telephone call can vary. For this survey the maximum number of calls made to each telephone number was 15 and refusals were called back twice in most cases. Table 4 in Appendix shows the final disposition of all telephone calls by district. Table 2 in Appendix shows total completes by district. Response rates as sanctioned by the American Association for Public Opinion Research (AAPOR) are presented in Table 4. Please reference the AAPOR website ([www.aapor.org](http://www.aapor.org)) for a complete description of all response rate calculations to decide which response rate best satisfies the DOT needs. The AAPOR response rates tend to be very conservative and therefore lower than those often reported by survey organizations.

Completed cases are those where the respondent answered all of the questions (which can include responses of “Don’t Know” or “Not Available” for individual questions). Refused cases are those where the informant or the respondent refused to participate. Almost none of the refusals occurred on the introduction screen. The majority of respondents listened to the introduction and continued to answer the next 2 screening questions. It was at this point the majority of refusals took place. Respondents refused to participate when we asked to speak with the selected respondent (adults age 18 and over with a commercial driver’s license).

Ineligible cases are those cases where the contact number was disconnected, was a business, a fax machine/data line, the respondent was language unable, or the phone number was a cell phone. Most of the ineligible cases came from the following situations where the person contacted did not have a commercial driver’s license, or where the commercial driver had been retired for more than one year.

Although cases could have been called a maximum of 15 times, some cases persistently resulted in “Potential eligible” surveys where callbacks were arranged but never completed. In many cases nobody

ever answered the telephone. These cases were given no answer, busy and answering machine dispositions.

## **Survey staff and training**

The BEBR Survey Program relies primarily on UF students as interviewers and shift supervisors. The majority of these are undergraduate students, although some graduate students and non-students interview as well. A total of 135 different interviewers and 15 supervisors worked on the commercial FDOT survey.

When hiring, preference is given to interviewers who have had previous experience with telephone surveying or telemarketing and who have some computer experience, given the CATI system. Initial training took approximately two hours and is conducted by one of the two training supervisors. The training process involves practice surveying and role-playing. The practice survey is intended to introduce new employees to common problems and to help them anticipate strategies for dealing with difficult respondents. This training also served as a forum for them to master basic interactions with the survey software. The role-playing exercise is repeated until the trainer is confident that the new employee will be able to conduct surveys with minimal errors.

After initial training, new interviewers are heavily monitored for the first two weeks of interviewing. All interviewers have gained experience training on the BEBR monthly survey before administering the FDOT commercial survey. Each interviewing station is provided with a tip sheet on the commercial FDOT survey that supplies necessary information about the survey and respondent selection (refer to table 3 in appendix). Each interviewer is tested on general knowledge of the survey before working on the FDOT commercial survey.

## **Methods of quality control**

Data quality control is imperative in a telephone survey lab. The BEBR Survey Program uses three methods for isolating interviewers whose data are of questionable quality.

1. Telephone calls are randomly monitored by supervisors by tapping into calls. While sitting in an office adjacent to the survey lab, supervisors used a phone system that allowed them to listen to the phone conversations of all interviewers while they conducted the surveys. Interviewers were unable to detect when they were being monitored. Supervisors monitored interviewers randomly, with the exception of new employees and those whose performance warranted extra supervision. This method is excellent for detecting interviewers who rush respondents, take shortcuts in probing, or those who complete interviews that respondents terminate early. The latter is the most difficult to detect because the call actually takes place and some of the data is, in fact, legitimate.
2. A random set of cases were called back by supervisors each night, and several key variables were verified. This method targeted cases where the interviewer never talked to the respondent or where the respondent refused to finish the survey.
3. Each day a set of programs filtered cases that were exceptionally short. It does not pay for interviewers to take a long time to fabricate a case given the opportunity costs of doing a legitimate survey and the increase probability of being monitored while fabricating an interview. Thus the programs filtered out cases where interviews took 5 minutes or less. All cases of 5 minutes or less were called back by supervisors to verify that the survey was completed.

The survey lab has different groups of interviewers to work on Spanish cases and refusal cases in addition to the regular interviewers.

# APPENDIX

## TABLE 1

### DISTRICT 1:

CHARLOTTE	HARDEE	MANATEE
COLLIER	HENDRY	OCKEECHOBEE
DE SOTO	HIGHLANDS	POLK
GLADES	LEE	SARASOTA

### DISTRICT 2:

ALACHUA	DUVAL	NASSAU
BAKER	GILCHRIST	PUTNAM
BRADFORD	HAMILTON	ST. JOHNS
CLAY	LAFAYETTE	SUWANNEE
COLUMBIA	LEVY	TAYLOR
DIXIE	MADISON	UNION

### DISTRICT 3:

BAY	HOLMES	SANTA ROSA
CALHOUN	JACKSON	WAKULLA
ESCAMBIA	JEFFERSON	WALTON
FRANKLIN	LEON	WASHINGTON
GADSDEN	LIBERTY	
GULF	OKALOOSA	

### DISTRICT 4:

BROWARD  
INDIAN RIVER  
MARTIN  
PALM BEACH  
ST. LUCIE

### DISTRICT 5:

BREVARD	ORANGE	VOLUSIA
FLAGLER	OSCEOLA	
LAKE	SEMINOLE	
MARION	SUMTER	

### DISTRICT 6:

DADE  
MONROE

### DISTRICT 7:

CITRUS  
HERNANDO  
HILLSBOROUGH  
PASCO  
PINELLAS

## Table 2

DISTRICT 1 TOTAL COMPLETES:	225
DISTRICT 2 TOTAL COMPLETES:	247
DISTRICT 3 TOTAL COMPLETES:	230
DISTRICT 4 TOTAL COMPLETES:	263
DISTRICT 5 TOTAL COMPLETES:	266
DISTRICT 6 TOTAL COMPLETES:	237
DISTRICT 7 TOTAL COMPLETES:	250

NOTE: We were unable to include the completes where respondents refused to identify their county.

## Table 3

### DOT-COM INTERVIEWER TIP SHEET

#### Who we are:

We are calling from the University of Florida on behalf of the Department of Transportation.

#### Why we are calling:

We are doing a survey to assess satisfaction with the Florida state highway system from a Commercial Driver's point of view.

#### What we want:

There are 4 sets of questions we will be asking:

- Visibility/Opinions on Construction Zones
- Visibility/Safety on FL State Highway System
- Opinions on Travel Times and Traffic
- Satisfaction with roads, pavement, overall

#### NOTES:

- We need to speak with respondents that are *Commercial Drivers and over the age of 18*.
- If the respondent has been retired for less than one year, complete the survey.
- If the respondent has been retired for more than one year, code record as no eligible respondent and leave a message.
- Their phone number was selected at random from a list of commercial drivers in FL.

#### REBUTTALS:

- It is a fairly short survey, about 5-8 minutes.
- It will help the Department of Transportation locate key areas of the highway system that need improvement.
- The results will help assess Florida Commercial Driver's satisfaction with the state highway system.

## Table 4

AAPOR Final  
Disposition  
Report:DOT\_COM

12/30/0/ 12:00  
AM  
0

Code	Disposition	Total	Unknown if other	
1100	Complete	1769 <sup>1</sup>	<b>Complete Interview</b>	<b>1769</b>
1200	Partial Complete	5	<b>Results:</b>	<b>5</b>
2110	Strong Refusal	142	<b>(Estimated = 0.00)</b>	
2120	Soft Refusal	216	<b>Response Rate 1:</b>	<b>=&gt; 0.61</b>
2210	Resp Never Available	77	<b>Response Rate 2:</b>	<b>=&gt; 0.62</b>
2221	Ans Machine, No Message	13	<b>Response Rate 3:</b>	<b>=&gt; 0.65</b>
2222	Ans Machine, Message	156	<b>Response Rate 4:</b>	<b>=&gt; 0.65</b>
2310	Dead	43	<b>Response Rate 5:</b>	<b>=&gt; 0.65</b>
2320	Phys/Mentally Unable	18	<b>Response Rate 6:</b>	<b>=&gt; 0.65</b>
2330	Language Unable	131	<b>Cooperation Rate 1:</b>	<b>=&gt; 0.72</b>
2331	Spanish Case	2	<b>Cooperation Rate 2:</b>	<b>=&gt; 0.72</b>
2340	Misc Unable	145	<b>Cooperation Rate 3:</b>	<b>=&gt; 0.83</b>
3120	Busy	18	<b>Cooperation Rate 4:</b>	<b>=&gt; 0.83</b>
3130	No Answer	98	<b>Refusal Rate 1:</b>	<b>=&gt; 0.12</b>
3140	Ans Mach (Don't Know if Household)	0	<b>Refusal Rate 2:</b>	<b>=&gt; 0.13</b>
3150	Technical Phone Problems	47	<b>Refusal Rate 3:</b>	<b>=&gt; 0.13</b>
3151	Temporary Phone Problems	0	<b>Contact Rate 1:</b>	<b>=&gt; 0.86</b>
4200	Fax/Data Line	1	<b>Contact Rate 2:</b>	<b>=&gt; 0.91</b>
4310	Non-working Number	197	<b>Contact Rate 3:</b>	<b>=&gt; 0.91</b>
4320	Disconnected Number	468		
4410	Number Changed	194		
4420	Cell Phone	10		
4430	Call Forwarding	6		
4510	Business/Government/Other Org	88		
4511	business complete	0		
4512	business ineligible	0		
4520	Institution	2		
4530	Group Quarters	0		
4700	No Eligible Respondent	1308		
4800	Quota Filled	0		
5100	Callback, Resp Not Selected	0		
5200	Callback, Respondent Selected	0		

<sup>1</sup>Total completes in Table 4 may not match total completes in other areas of the report due to inconsistent reporting between sample management software and data collection software.

# District 1

## Florida Department of Transportation Commercial Drivers Satisfaction Survey

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates or highways with U.S. numbers or S.R. numbers.

.....

*Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question. Row percentages generally total 100.<sup>1</sup> Each cell represents the percentage of respondents in each response category for each question. Columns represent the percentage of respondents that named a response category for an entire question set. Columns may be used to gain an overall assessment of how respondents viewed each section, by response category.*

**PART I**

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

- A. Have you traveled through a FDOT construction project in the last 12 months?      Yes **90**      No **10**

If you answered no to I-A, please skip to Part II. If you answered yes to question I-A, please proceed to question II-B.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>B.</b> Signs notifying me of the construction allowed me enough time to adjust my speed.	<b>21</b>	<b>66</b>	<b>10</b>	<b>1</b>	<b>2</b>
<b>C.</b> Construction zones were clearly marked.	<b>21</b>	<b>71</b>	<b>6</b>	<b>1</b>	<b>1</b>
<b>D.</b> Construction zones were safe to drive through.	<b>13</b>	<b>64</b>	<b>18</b>	<b>2</b>	<b>2</b>
<b>E.</b> Construction work did not affect my ability to provide goods and services to my customers.	<b>10</b>	<b>55</b>	<b>26</b>	<b>6</b>	<b>5</b>
<b>F.</b> Construction projects on state roads are completed in a timely manner.	<b>3</b>	<b>41</b>	<b>37</b>	<b>12</b>	<b>7</b>
<b>G.</b> I was satisfied with completed FDOT construction projects.	<b>12</b>	<b>74</b>	<b>10</b>	<b>1</b>	<b>3</b>

<sup>1</sup>Due to rounding, sometimes the percentages do not total to 100.

**PART II**

The next set of questions deal with visibility and safety while driving on the State Highway System. Please indicate whether you strongly agree, agree, disagree, strongly disagree, or have no opinion on the statement.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. Safety laws are well enforced by the Florida Department of Transportation.	8	66	17	4	5
B. Weight laws are well enforced by the Florida Department of Transportation.	12	64	9	2	14
C. Current motor carrier safety regulations are adequate.	8	67	15	1	9
D. Motor carrier officers are courteous when taking enforcement action.	11	59	9	3	17
E. During the day, visibility of roadway striping and markings is good.	10	81	7	1	0
F. At night, visibility of roadway striping and markings is good.	9	65	19	2	5
G. Spacing of exit and crossroad signs allow me enough time for travel decisions.	9	77	11	1	2
H. I am satisfied with the overall visibility of road signs.	11	80	8	0	0

**PART III**

The next questions relate to travel times and traffic. For these items, please indicate whether you strongly agree, agree, disagree, strongly disagree, or have no opinion on the statement.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. I am satisfied with the amount of time it takes to travel <b>within</b> local cities or towns.	6	53	32	5	4
B. I am satisfied with the amount of time it takes to travel <b>between</b> local cities or towns.	8	72	17	1	2
C. The overall level of traffic congestion on the State Highway System is acceptable.	4	48	37	9	2
D. Posted speed limits on the State Highway System are reasonable.	10	80	10	1	0
E. Most vehicles remain within the speed limit on the State Highway System.	3	20	56	18	3

**PART IV.**

Question	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall safety on state roads.	8	73	15	1	3
B. Overall smoothness of the roads in the State Transportation System.	7	62	25	3	4
C. The transportation system provided by FDOT.	6	75	12	1	6

**PART V.**

Before concluding this survey, we'd like to ask you a few questions about yourself.

A. For how many years have you been a licensed commercial driver in Florida? \_\_\_ years

YEARS	Percentage
Less than a year to 5 years	26
6 to 10 years	26
11 to 15 years	16
16 to 20 years	10
21 to 25 years	9
26 to 30 years	5
31 to 35 years	3
36 to 40 years	2
More than 40 years	3

B. Out of which county in Florida do you operate? \_\_\_\_\_

1, ALACHUA	0.37
3, BAY	0.37
5, BREVARD	0.75
8, CHARLOTTE	7.12
11, COLLIER	6.74
13, DADE	0.37
14, DE SOTO	1.87
16, DUVAL	1.87
17, ESCAMBIA	0.37
20, GADSDEN	0.37
25, HARDEE	2.25
26, HENDRY	1.87
28, HIGHLANDS	6.37
29, HILLSBOROUGH	4.49
35, LAKE	0.75
36, LEE	17.23
37, LEON	0.37
41, MANATEE	8.24
45, NASSAU	0.75

47, OKEECHOBEE	1.50
48, ORANGE	1.50
51, PASCO	1.12
52, PINELLAS	1.12
53, POLK	20.60
55, ST. JOHNS	0.37
56, ST. LUCIE	0.75
57, SANTA ROSA	0.37
58, SARASOTA	2.25
59, SEMINOLE	0.75
60, SUMTER	0.37
-8, 68, DK	1.87
-9, 69, NA	4.87

C. When driving for your company, do you drive:

- 69 Locally
- 22 Regionally
- 9 Nationally

D. What type of vehicle do you use most while working?

- 15 Bus
- 15 Dump Truck
- 7 Retired (no vehicle)
- 9 Van
- 26 Semi-Truck
- 4 Tanker
- 24 Other (Specify)\_\_\_\_\_

*Do you have any additional concerns that you would like FDOT to be aware of?*

I don't think they can perform they need to be more strict with the speed limit people drive wreckless they are aggressive drivers.

They need to use money more appropriately. They tend do something then go back and redo it 6 months later.

Go along and pick up the tire shreds

More 4 lanes roads and to bring the speed limit up to about 70.

The people on the roads are what make the roads unsafe. He is from Pittsburgh so he is pleased with the roads down here. Martin Luther king in his area needs to be repaired

The road construction within the city one and two lane roads are unaware of what there doing

The cities, counties, FHP are all trying to take over the dept. Of transportation

The Polk Parkway was the extreme epitome of money wasted. This new road has slowed down his travel time they could have widened existing roads and saved that money because there was no need for it. They also...

I think they are doing as good of a job as they can with the money that they have to work with...

Speed of some of the truckers

Older people in RV's need to have comm. Drivers license. As well... They need to be regulated as well...

More street lighting at major intersections.

Check the tires of the trucks. Could be dangerous otherwise.

Most important thing is to be careful, especially when driving a commercial vehicle

I wish they would enforce the law with regular cars, treat all drivers on the highway the same. People are taking advantage of commercial drivers. As a commercial driver can only drive 10 hrs. A day, they s...

Congestion on 951, Gold Gate Parkway, 846

Stop signs are messed up. There are a lot of signs you can't see.

Weight checkers abuse there authority.. Not nice

They could be more strict with the law with drivers.

The night driving with the newer vehicles with the bright lights--they blind you even when they are on dim.

Do something when people haul things and stuff falls off.

Take care of the roads, they are getting too crowded

Lighting on highway signs seem to bright when lit up.

Highway construction seems to be done right the first time. They don't build for the future and the rising numbers of people who are moving down here and using the roads.

Problems with the US Highway 41; specifically the stretch between Palmetto and Bradenton (50mph speed limit thinks that is tricky when in the curved lane because so narrow with just one lane)-also hates r...

Stronger enforcement of traffic laws ...red light running and improper turns and people need to use turn signals

The timing of the red lights on hwy 17 and first street are way off and something needs to be done.

Trucks traveling on the highway way over the speed limit, cutting people off etc and make it very unsafe

Need to get road fixed around where she lives

The yield sign going on to the interstate, are not large enough, makes it dangerous. Enlarge the yield sign on State Rd 78 on I75.

I wish they would look at four lanes other roads on the state highway system.

Shouldn't increase the weight the truckers are allowed to carry - increasing the weight is bad for roads and very dangerous because too hard to stop trucks with such high weights

Would like to see more unmarked cars on kings hwy. Has said something to sheriff, nothing done.

He thinks there needs to be more enforcement on speed

Coordination of traffic signals more effective

Road rage

Should be on the county(Lee) more roads , and 1-75 needs to be wider

Too many cars jumping in front of school buses and cutting in front to get around rail road crossings

On route 4, coming up on exit 18 there has been a section where there is pothole that is continuously getting bigger. She thinks it is a hazard, cars can get pulled to side of road when hitting it.

Build more roads

People are running stop arms of the bus, not that they mean to, they are just in another world, not in tune to their driving, their mind is elsewhere, not paying attention to the road or the signs.

Needs to make smoother bridges

Guys in the cars not very courteous

Need to speed up repairs on the state highways.

Plan for population growth where roads are concerned.

Need more rest-stops, and mostly they are too far apart on the major highways

Slower speed limits for the semis and need more police

Cuban drivers are pretty unsafe to be able to drive around.

Traffic can be real bad.

A lot of people where he lives have no drivers license or no insurance and therefore there are no random checks for this.

Truck inspectors are too many and this is a waste of taxpayers money.

Mixed feelings, it depends on where you go, some places are overly protective, and some are too lax, in 4 years I've never been pulled over and I never wear a seat belt. I should've been pulled over, and I

Idiots that run around at 90mph but then again they officers to handle the problem

To much speeding. Signs don't control speed of traffic.

A lot of the trucks on the road are not up to safety regulations and there should be more strongly enforced regulations

Put some unmarked cruisers on streets and highways to combat the road rage; there are not enough officers patrolling streets and highways to catch people.

Other B drivers should have a safety course because they don't understand blind stops and how long it takes to break for a truck.

Signage is poor. Signs on the side of the road indicating what route you're on - you can hardly see them - they're way too small, and there's not enough of them out there.

They need more lanes and it's too congested...it's hard to get from place to place...rush hour traffic is bad

Four wheel drivers cut in front of semis and brake with out leaving enough space. When getting a driver's license, people should be made to sit in a simulator and see what it would be like to drive and spec...

Local traffic engineers need to get traffic signals times where they are not stopping at every single light. That way you would burn less fuel, and cut down on pollution. In Manatee county there is only one...

(note) of traffic lights worked out, so that people would not only help the environment, but less people would run red lights and it would cause less road rage.

Not enough enforcement of current laws-- lots of reckless driving

Need more state troopers

Good job on I-4 project with exceptions in the Plant City area; highway 39 was a disadvantage to a lot of people and the Haines city area needs ramp guidance through the area - not enough safety in Haines city.

Biggest concern is on 75 , like going through Gainesville, Ocala, wildwood, trucks are not allowed in the left lane, it would be more safer if they were. Lack of courtesy and respect to drivers,

In his area collier county has fallen behind in expanding the roads and they need to catch up

Leon and Jefferson county Holmes and Washington deteriorated road conditions and potholes

Operators that do not have required license.

He wishes HW 17 would get finished soon

Metro or train get the cars off the road

Everything is normal...

Stop lights need to be taken out of 27 ....

He has a very distasteful experience with the Florida highway patrol and he wants to have his say sometime down the road...an accident he was had false accusations that were not true...made by an investigati...

Vehicles tailgating other vehicles, makes it a very dangerous system, increase the potential of amounts of accidents

FDOT does a really good job doing what they do.

Speed laws should be enforced more

Roads need to be better lit. Like the highway.

Rapid changes of speed on highways. These are like speed traps. They need to be more considerate on the point system for commercial drivers, because commercial drivers are on the road a lot and are more su...

Roads are not smooth enough. The roads are very bouncy when riding in a semi-truck.

Smooth out 540 and Dundee road. Need to fix the part by the golf course. During construction the roads have been almost undrivable.

Raise the rate to 95000 think it's a good idea. Disagree with safety on cons. Zones on SR25 or US27 many tires were destroyed.

1. speed limit lower back down to 65 mph 2. need changes w/ on ramp on interstate (example Olico rd and i-75) traffic going north/south flowing over. Causes trucks entering on ramp to go slow speeds, while

Auburndale--bad striping and markings--accidents will happen--especially at night----no merge space the on ramp 27---540a into Lakeland is terrible---they were good roads and now it is bad because of the p

Crazy drivers

## District 2

### Florida Department of Transportation Commercial Drivers Satisfaction Survey

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates or highways with U.S. numbers or S.R. numbers.

.....  
**Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question. Row percentages generally total 100.<sup>1</sup> Each cell represents the percentage of respondents in each response category for each question. Columns represent the percentage of respondents that named a response category for an entire question set. Columns may be used to gain an overall assessment of how respondents viewed each section, by response category.**

#### PART I

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

**A.** Have you traveled through a FDOT construction project in the last 12 months?      Yes **94**      No **6**

If you answered no to I-A, please skip to Part II. If you answered yes to question I-A, please proceed to question II-B.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>B.</b> Signs notifying me of the construction allowed me enough time to adjust my speed.	22	69	7	1	1
<b>C.</b> Construction zones were clearly marked.	20	73	5	0	1
<b>D.</b> Construction zones were safe to drive through.	12	57	27	2	2
<b>E.</b> Construction work did not affect my ability to provide goods and services to my customers.	11	58	20	3	8
<b>F.</b> Construction projects on state roads are completed in a timely manner.	3	29	44	15	9
<b>G.</b> I was satisfied with completed FDOT construction projects.	12	68	16	2	3

<sup>1</sup>Due to rounding, sometimes the percentages do not total to 100.

## PART II

The next set of questions deal with visibility and safety while driving on the State Highway System. Please indicate whether you strongly agree, agree, disagree, strongly disagree, or have no opinion on the statement.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. Safety laws are well enforced by the Florida Department of Transportation.	13	63	17	2	4
B. Weight laws are well enforced by the Florida Department of Transportation.	13	62	12	0	13
C. Current motor carrier safety regulations are adequate.	6	69	14	2	10
D. Motor carrier officers are courteous when taking enforcement action.	6	53	15	3	22
E. During the day, visibility of roadway striping and markings is good.	11	79	9	1	0
F. At night, visibility of roadway striping and markings is good.	8	63	23	3	3
G. Spacing of exit and crossroad signs allow me enough time for travel decisions.	9	76	12	1	2
H. I am satisfied with the overall visibility of road signs.	8	82	9	1	0

## PART III

The next questions relate to travel times and traffic. For these items, please indicate whether you strongly agree, agree, disagree, strongly disagree, or have no opinion on the statement.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. I am satisfied with the amount of time it takes to travel <b>within</b> local cities or towns.	3	56	29	8	4
B. I am satisfied with the amount of time it takes to travel <b>between</b> local cities or towns.	6	75	14	2	2
C. The overall level of traffic congestion on the State Highway System is acceptable.	1	46	41	9	3
D. Posted speed limits on the State Highway System are reasonable.	5	78	15	2	0
E. Most vehicles remain within the speed limit on the State Highway System.	2	24	53	21	1

**PART IV.**

Question	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall safety on state roads.	9	77	8	2	4
B. Overall smoothness of the roads in the State Transportation System.	5	59	26	8	2
C. The transportation system provided by FDOT.	8	72	10	2	8

**PART V.**

Before concluding this survey, we'd like to ask you a few questions about yourself.

A. For how many years have you been a licensed commercial driver in Florida? \_\_\_ years

YEARS	Percentage
Less than a year to 5 years	25
6 to 10 years	26
11 to 15 years	12
16 to 20 years	11
21 to 25 years	7
26 to 30 years	10
31 to 35 years	3
36 to 40 years	3
More than 40 years	3

B. Out of which county in Florida do you operate? \_\_\_\_\_

1, ALACHUA	8.64
2, BAKER	1.23
4, BRADFORD	2.06
9, CITRUS	0.41
10, CLAY	8.23
12, COLUMBIA	3.29
14, DE SOTO	0.41
15, DIXIE	2.06
16, DUVAL	38.27
17, ESCAMBIA	0.82
21, GILCHRIST	0.82
24, HAMILTON	0.82

29, HILLSBOROUGH	0.41
32, JACKSON	0.41
34, LAFAYETTE	1.23
38, LEVY	3.70
40, MADISON	2.47
42, MARION	0.82
45, NASSAU	2.06
54, PUTNAM	4.53
55, ST. JOHNS	11.11
56, ST. LUCIE	0.41
61, SUWANNEE	3.29
62, TAYLOR	0.82
64, VOLUSIA	0.41
66, WALTON	0.41
-9, 69, NA	0.82

C. When driving for your company, do you drive:

- 69 Locally
- 21 Regionally
- 10 Nationally

D. What type of vehicle do you use most while working?

- 15 Bus
- 8 Dump Truck
- 12 Retired (no vehicle)
- 7 Van
- 28 Semi-Truck
- 2 Tanker
- 29 Other (Specify) \_\_\_\_\_

*Do you have any additional concerns that you would like FDOT to be aware of?*

Need to pay attention to the independent loggers3

I think they ought to some how get more troopers on the road. In our area there is only one trooper from midnight to 6 in the morning. Troopers need to work in shifts.

When everybody does their part the public will be satisfied

301 into Gainesville needs to get finished faster and 95 south towards St Augustine needs to get done faster

Speed limits, certain areas need to higher and certain need to be lowered

Work on roads during evenings and night not during the day because they are a hazard

Smooth roads out (i-10)!

The yields signs at some exits need more enforcement

Driver's who turn l or r do not anticipate turning, and pull in front, creating very dangerous conditions. Drivers running red lights.

They shouldn't require us to have a commercial drivers license they should go back to the chuffers license for local drivers and shouldn't be associated with over the road drivers

Just concerned with the fact that Georgia is widening 95 and 75 but Florida is not from Vero beach northward and I feel that it is needed

Traffic control, Anderson Columbia has very poor traffic control in places where they are working on the roads. They let people pass in one lane and don't have the other side stop.

A lot of these roads too narrow.

Hwy 27 between Bronson and Williston, there are low-visibility areas where it should be no-passing zone, and is not marked as so.

Concrete on i-95 north, North side of Trout River Bridge, terrible. Took something that was bad and made it worse. Stopped working on that and started working somewhere else. Do something about it!!!!

Different companies want you to have different numbers of years of experience as a commercial driver. Some drivers don't have enough experience.

Lot of trucks that are unsafe on the roads and companies don't care about it. Indifferent to safety regulations.

484 has trees that block buses' view of the railroad tracks. Need to be trimmed...100 buses go by there and nothing has been done...dangerous. County road 337 between 121 and 336 too narrow for buses to go

Considered the additions of passing zones on state highways would be money well spent in regards to safety highway 75 in particular.

281 in 55 County, gets too congested

The tires and trash left on highway

Total disagreement with the states driver education with the awareness of 18 wheelers in drivers ed.

The local roads need some improvements

Overall speed limits are good, but there is a lack of enforcement for speeders.

Confused why they do road work on 39th and 43rd, really nice work, and then they go and tear it up again.

The speed limits are not enforced

Men in the road out of work zone I-10 roadwork is very poor.

I am dissatisfied with the regulations of the truckers but they are missing the boat because the warehouses and the brokers and those kind of people need to be regulated too.

Relieve the overcrowding and dangerous highways to create a safer atmosphere from clay county to Duvall county

They work hard and do what they have to do, the contractors, they get out there early in the morning, when the fog is around, you can run up on them and not even see them, and the people here are really court...

Delays on construction projects and not completed on time; on time completion rate is terrible; stop trying to give contracts to locals - give contracts to other people so it's scattered out and the work is...

The fact the large commercial vehicles always abuse the speed limit and there is almost no enforcement

People drive too fast on the interstate.

Traffic congestion in metropolitan areas.

At night the illumination needs to be brighter.

Problems with people running school bus stop arms on the highway...people go right through them

Enforce the left lane law

Need to have more officers for enforcement, they have a tough job and not enough people to do it

Doing a better job now than B4, said that the striping they used to use is better than the one they use now.

Quit using lights in construction zones because they blind drivers.

Roads could be better too many safety checks; should not stop truckers so often should have a sticker or something that clears you for a while

Concerned about some repair work in Duvall on US1 by enlarging the turn lanes that go nowhere, and has no abundant traffic, therefore doesn't need it. The areas that need extension more are those with higher t

Some regulation of the language on the cb radios - too much dirty language.

The amount of construction has an effect on other drivers which causes a lack of safety on the highway. There is too much construction taking place at the same time - which is why it takes so long to complet...

Like to see the logging trucks on SR A1A slowed down. They drive way too fast.

Well no I reckon they are alright. they haven't messed with me.

He likes the DOP a lot

Police themselves. Pay attention to four wheel traffic. Says young girls are poor drivers. Cars do not allow room for maneuvering.

Interstate 10 is very rough between Crestview and Pensacola and Hwy 29 the speed limit is not obeyed at all and hwy 90 speed limit is ignored, more enforcement officers need to be placed

The commercial drivers out there - if they do not speak English, they should not have a commercial drivers license.

Road rage with car drivers should have heavier penalties.

They need to do better markings where they are doing construction especially on 207

Florida has the best roads in the country, doing a great job. Tractors do not have enough rest area, trying to pull over between 7 pm and 430 am there is no place to park, and that is when people are most a

Construction zones do not have clear markings sometimes, coming around a corner at the limit and you come to a deadlock. Comes to a halt, or only has one lane. I95 north past airport has a grooved patch t...

(note)

Strongly unfair to the truckers, because they don't allow radar detectors for weather info etc.

Change exit numbers to correspond with mile markings.

Blanding has very bad traffic

Intersection at 121 and 27

1. I think they ought to have a person inspecting all work that is done where they are adding shopping centers and whatnot - inspect pavement to make sure it's smooth after work is done

Thinks they should make the lines better to see when it's raining out side

Slow about taking smoke signs down after fires.

They need to watch people from running stop arms for school busses

Cell phones on the roads, I hate them, get rid of them, I want laws against them while driving Fedexpress nationwide is against cell phones while driving a vehicle

When approaching a road adjustment, they need to have signs further back to make people aware of flag man areas/construction zones. Because people have a shorter amount of time to adjust there speed.

These people down here drive too fast.

Improve shoulders, overall road improvement and repaving

They need to look more closely at I-10 east to I-95 south...the construction is poor

Too many 18 wheelers exceed the speed limit

## District 3

### Florida Department of Transportation Commercial Drivers Satisfaction Survey

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates or highways with U.S. numbers or S.R. numbers.

.....

**Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question. Row percentages generally total 100.<sup>1</sup> Each cell represents the percentage of respondents in each response category for each question. Columns represent the percentage of respondents that named a response category for an entire question set. Columns may be used to gain an overall assessment of how respondents viewed each section, by response category.**

#### PART I

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

- A.** Have you traveled through a FDOT construction project in the last 12 months?      Yes **92**      No **8**

If you answered no to I-A, please skip to Part II. If you answered yes to question I-A, please proceed to question II-B.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>B.</b> Signs notifying me of the construction allowed me enough time to adjust my speed.	<b>26</b>	<b>66</b>	<b>4</b>	<b>3</b>	<b>0</b>
<b>C.</b> Construction zones were clearly marked.	<b>26</b>	<b>66</b>	<b>6</b>	<b>1</b>	<b>0</b>
<b>D.</b> Construction zones were safe to drive through.	<b>12</b>	<b>64</b>	<b>17</b>	<b>5</b>	<b>2</b>
<b>E.</b> Construction work did not affect my ability to provide goods and services to my customers.	<b>9</b>	<b>58</b>	<b>21</b>	<b>3</b>	<b>9</b>
<b>F.</b> Construction projects on state roads are completed in a timely manner.	<b>2</b>	<b>36</b>	<b>41</b>	<b>13</b>	<b>8</b>
<b>G.</b> I was satisfied with completed FDOT construction projects.	<b>13</b>	<b>66</b>	<b>12</b>	<b>4</b>	<b>5</b>

<sup>1</sup>Due to rounding, sometimes the percentages do not total to 100.

**PART II**

The next set of questions deal with visibility and safety while driving on the State Highway System. Please indicate whether you strongly agree, agree, disagree, strongly disagree, or have no opinion on the statement.

<b>Question</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>
<b>A.</b> Safety laws are well enforced by the Florida Department of Transportation.	9	68	14	3	6
<b>B.</b> Weight laws are well enforced by the Florida Department of Transportation.	17	57	8	1	17
<b>C.</b> Current motor carrier safety regulations are adequate.	13	68	8	1	10
<b>D.</b> Motor carrier officers are courteous when taking enforcement action.	6	62	13	1	18
<b>E.</b> During the day, visibility of roadway striping and markings is good.	11	80	7	1	0
<b>F.</b> At night, visibility of roadway striping and markings is good.	8	64	25	3	0
<b>G.</b> Spacing of exit and crossroad signs allow me enough time for travel decisions.	11	75	11	1	1
<b>H.</b> I am satisfied with the overall visibility of road signs.	11	81	7	0	0

**PART III**

The next questions relate to travel times and traffic. For these items, please indicate whether you strongly agree, agree, disagree, strongly disagree, or have no opinion on the statement.

<b>Question</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>
<b>A.</b> I am satisfied with the amount of time it takes to travel <b>within</b> local cities or towns.	4	55	29	8	3
<b>B.</b> I am satisfied with the amount of time it takes to travel <b>between</b> local cities or towns.	8	69	21	2	0
<b>C.</b> The overall level of traffic congestion on the State Highway System is acceptable.	2	55	33	7	3
<b>D.</b> Posted speed limits on the State Highway System are reasonable.	12	76	11	1	0
<b>E.</b> Most vehicles remain within the speed limit on the State Highway System.	2	27	49	19	3

**PART IV.**

Question	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall safety on state roads.	5	83	10	1	1
B. Overall smoothness of the roads in the State Transportation System.	3	53	35	9	1
C. The transportation system provided by FDOT.	8	76	7	1	7

**PART V.**

Before concluding this survey, we'd like to ask you a few questions about yourself.

A. For how many years have you been a licensed commercial driver in Florida? \_\_\_ years

YEARS	Percentage
Less than a year to 5 years	25
6 to 10 years	26
11 to 15 years	13
16 to 20 years	12
21 to 25 years	6
26 to 30 years	10
31 to 35 years	4
36 to 40 years	2
More than 40 years	3

B. Out of which county in Florida do you operate? \_\_\_\_\_

3 ,BAY	9.21
7 ,CALHOUN	2.63
13 ,DADE	0.44
17 ,ESCAMBIA	23.68
19 ,FRANKLIN	0.88
20 ,GADSDEN	5.26
25 ,HARDEE	0.44
30 ,HOLMES	0.88
32 ,JACKSON	8.33
33 ,JEFFERSON	0.44
36 ,LEE	0.44
37 ,LEON	12.72
39 ,LIBERTY	0.44
46 ,OKALOOSA	13.16

48,ORANGE	1.32
49,OSCEOLA	0.44
55,ST.JOHN'S	0.88
57,SANTA ROSA	5.26
64,VOLUSIA	0.44
65,WAKULLA	2.19
66,WALTON	4.82
67,WASHINGTON	2.63
-8,68,DK	0.44
-9,69,NA	2.63

C. When driving for your company, do you drive:

- 65 Locally
- 24 Regionally
- 11 Nationally

D. What type of vehicle do you use most while working?

- 17 Bus
- 8 Dump Truck
- 7 Retired (no vehicle)
- 9 Van
- 25 Semi-Truck
- 2 Tanker
- 32 Other (Specify)\_\_\_\_\_

*Do you have any additional concerns that you would like FDOT to be aware of?*

People getting in way; and slowing down--difficult and dangerous

The fact the car and RV motorists are not educated about the things they should know more about semi-truck safety

Bridges are falling apart

Enforce the speed limit

Enforcement of speed limit

She thinks that they should emphasize more the stop arms for school buses. No one stops for them in either lane. She wishes that they would stop breaking east colonial road so much. She thinks that is a w

Capital circle in Leon should be more than two lane

Highway 20 between Leon and Bristol- poor drainage

FDOT needs to step in because a mall was just approved to be built and a development of regional impact survey was not done and the congestion will get ten times in their town

Intersection 434 and Grant St.: because of construction have to take detour to this street, light only turns green for about 30sec or four cars and then turns back to red traffic gets backed up badly.

Improve county roads.

I am dissatisfied with highway 90 it is really dangerous from one county to another when traveling accident occurs. This is the area where I live and travel every day.

They're doing a lot of night work, they are using really bright lights that make seeing difficult. When working on a particular lane they don't give enough advanced warning to switch lanes.

In the marking of a construction area they don't leave enough width when moving the drums in to reduce traffic to one lane.

Their traffic light systems are the most screwed up in the world.

They need to get after the people who do not obey the speed limit signs

Construction workers in the constructions zone step out and drive out in front of traffic.

The conditions of some of the Putwood trucks are just not adequately maintained

Add some lanes to 319 south

One 10 mile stripe on I-10 west of Tallahassee that really needs some work on it.

I think that when they start a project they should finish it. It seems as if they start one project, pick up and move to another street.

They need to do something with the traffic going east coming out of the west on i-10 going over highway 29. There are going to be some people getting killed if they don't do something about it.

Florida needs more roads, they should be built with the environment in mind but Florida needs more roads.

Need to come up with a faster better way to mark areas of the road that are damaged before repairs are made.

More information to the automobile drivers. I don't think they inform drivers enough about trucks. We can't stop on a dime!! Blind sides drivers should be more aware.

I-10 weigh station west of Pensacola needs to be made bigger.

I-10 is horrible

Need to do something about interstate in northwest FL, road is in bad condition- shakes truck especially with trailer

Just straighten the road signs do away with them if there are no workers for another ten miles

Suggest road construction be done during the night....instead of the day....

Just don't take so long for the construction sites

The on ramps need to be longer in the Orlando area. Many accidents happen here.

Driving in cities, tree limbs in the way of view

Pour of red lights, stop signs and speed limits

Fix I-10 a little better than what it is, riding conditions that is such as the smoothness

No trail lights no signal lights sees is all the time.. Has see dot drive past and not even stop them

The weight limit is as much now as it should be - they shouldn't go any higher - it's going to make the roads worse.

More four or six lane high ways in regions which are rapidly growing.

We need smoother roads, specifically I-10.

The light at Highway 29 North and Cantonment, the way it was set up in coordination with the yield sign is poorly planned and there is little visibility.

They need troopers sitting at these construction zones because people are speeding through them, the dot needs to pay more attention to the people in the asphalt plants; the roads are not lasting like they u...

In Panama City they need to expand state highway 77, and highway 98 west. Into a 4 lane

Their officers treat truck drivers without respect. (police officers and FDOT workers.)

The area he lives in the roads just are not big enough for all the traffic

Most of the construction projects are being given to Anderson Columbia, this contractor is not very concerned about quality, time it takes to complete the projects also the management of traffic that is caus...

Last week he pulled into a hole that the phone company had dug a truck had fallen into and it had cost him 700\$...something should be done about things like that...and he hates love bugs!

Expand the roads. The city is growing very fast. Other than that they are doing a good job

Send me something free in the mail, like a bumper sticker or something.

Mostly on and off exit roads there isn't enough time to know that you're supposed to get off. The signs are sometimes in competition with other signs.

Construction zones stay in areas much too long

The sign on I-10 is very small - make a bigger sign so people who are not familiar with the town can see it; signs around I-10 and 231 are poorly marked

The foreign drivers can't read the signs...and stop more traffic for drugs...when he would drive a bus, he would see people with drugs on the streets...in downtown Miami...you could see the drugs in the vans

Awareness of stop signs...some need to be flashing signs

Drive for miles w/o seeing a sign...need more speed limit signs. Deborah used to live in California, and they did there construction at night ,this process was much more safe and caused less accidents. She highly

Speed fluctuation is varies and it is difficult to tell whether you are w/in limits or speeding. And during repaving of highway why pave on side but not the other it makes it uneven on highway 29,drivers lose co...

I think the FDOT need to check the tires and brakes on the school board trucks. I have been driving for 13 years and I have never been checked or pulled over by the FDOT. Safety is for everybody. Our rigs are...

County vehicles drive with no concern of the speed limit.

A lot of the roads have a problem holding water when it rains, so hydroplaning can be a problem, but that's about.

Along hw 98, they keep building more stuff which slows traffic down, should have an overpass so drivers can merge.

Class e and d they need to take a class a test to know the rules of driving around a truck

People need to be more careful about big trucks.

Keep a closer eye on dirt haulers, most of them get paid by the load, so safety a primary concern of theirs, and they need to be monitored.

SR 77 & 79, as well as SR98 from Panama City to Pensacola should be 4 lane.

I-10 is a little of the rough side. Repairs take too much time to be completed on state roads.

People are not aware of buses dropping off kids. Even state troopers drive by when they should stop on a two lane road with no median. A lot of law enforcement officers don't know laws pertaining to this he...

Drivers do flick out cigarette butts which could ignite the whole truck.

Boxum cutoff and Cawfordille Rd intersection needs a traffic light to control traffic.

More paved roads necessary for the safety of the children. Some areas need better roadbeds...roads are tearing up in many places.

The signs are posted work and you drive for 10 miles before you actually see the construction. The signs need to be posted closer and where they are posted they should be strictly enforced.

When construction on i10 and Davis Hywy was initiated, the visibility of the road lines were unclear

Visibility on roads when pulling in to them is a major concern. In construction zones the people working and directing traffic are not efficiently trained. There are times when he's been motioned both ways

Get construction work done in a timely manner to prevent accidents.

The major thing is properly putting out speed zones in more specific areas - more Signs - on the interstates they need to appear more frequently and enforced within 5 miles - fines should be enforced on people..

Seat belts are not enforced on the state highway system.

Held up a lot in traffic for construction sites---stopping

I think they should spend more time pulling over people who are actually doing things wrong than just spot checking that is a waste of money

The work time; it seems like they are not getting things done as quickly as they should be sometimes you drive by and they are not doing anything but smoking and talking

## District 4

### Florida Department of Transportation Commercial Drivers Satisfaction Survey

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates or highways with U.S. numbers or S.R. numbers.

.....

**Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question. Row percentages generally total 100.<sup>1</sup> Each cell represents the percentage of respondents in each response category for each question. Columns represent the percentage of respondents that named a response category for an entire question set. Columns may be used to gain an overall assessment of how respondents viewed each section, by response category.**

#### PART I

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

- A. Have you traveled through a FDOT construction project in the last 12 months?                      Yes **88**                      No **12**

If you answered no to I-A, please skip to Part II. If you answered yes to question I-A, please proceed to question II-B.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>B.</b> Signs notifying me of the construction allowed me enough time to adjust my speed.	<b>16</b>	<b>72</b>	<b>9</b>	<b>2</b>	<b>0</b>
<b>C.</b> Construction zones were clearly marked.	<b>18</b>	<b>69</b>	<b>11</b>	<b>1</b>	<b>0</b>
<b>D.</b> Construction zones were safe to drive through.	<b>9</b>	<b>57</b>	<b>30</b>	<b>3</b>	<b>1</b>
<b>E.</b> Construction work did not affect my ability to provide goods and services to my customers.	<b>4</b>	<b>59</b>	<b>27</b>	<b>2</b>	<b>7</b>
<b>F.</b> Construction projects on state roads are completed in a timely manner.	<b>2</b>	<b>27</b>	<b>47</b>	<b>19</b>	<b>6</b>
<b>G.</b> I was satisfied with completed FDOT construction projects.	<b>7</b>	<b>71</b>	<b>12</b>	<b>4</b>	<b>6</b>

<sup>1</sup>Due to rounding, sometimes the percentages do not total to 100.

**PART II**

The next set of questions deal with visibility and safety while driving on the State Highway System. Please indicate whether you strongly agree, agree, disagree, strongly disagree, or have no opinion on the statement.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. Safety laws are well enforced by the Florida Department of Transportation.	16	61	14	3	6
B. Weight laws are well enforced by the Florida Department of Transportation.	15	56	11	1	16
C. Current motor carrier safety regulations are adequate.	10	71	12	2	6
D. Motor carrier officers are courteous when taking enforcement action.	6	52	17	4	21
E. During the day, visibility of roadway striping and markings is good.	10	79	9	1	1
F. At night, visibility of roadway striping and markings is good.	9	63	22	2	4
G. Spacing of exit and crossroad signs allow me enough time for travel decisions.	8	73	15	1	3
H. I am satisfied with the overall visibility of road signs.	9	81	8	1	1

**PART III**

The next questions relate to travel times and traffic. For these items, please indicate whether you strongly agree, agree, disagree, strongly disagree, or have no opinion on the statement.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. I am satisfied with the amount of time it takes to travel <b>within</b> local cities or towns.	3	48	36	11	2
B. I am satisfied with the amount of time it takes to travel <b>between</b> local cities or towns.	3	58	28	9	2
C. The overall level of traffic congestion on the State Highway System is acceptable.	3	31	45	18	2
D. Posted speed limits on the State Highway System are reasonable.	11	76	11	2	1
E. Most vehicles remain within the speed limit on the State Highway System.	1	20	55	23	2

**PART IV.**

Question	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall safety on state roads.	10	70	15	2	3
B. Overall smoothness of the roads in the State Transportation System.	11	60	21	5	4
C. The transportation system provided by FDOT.	9	68	11	1	11

**PART V.**

Before concluding this survey, we'd like to ask you a few questions about yourself.

A. For how many years have you been a licensed commercial driver in Florida? \_\_\_\_ years

YEARS	Percentage
Less than a year to 5 years	32
6 to 10 years	22
11 to 15 years	19
16 to 20 years	11
21 to 25 years	4
26 to 30 years	5
31 to 35 years	3
36 to 40 years	2
More than 40 years	2

B. Out of which county in Florida do you operate? \_\_\_\_\_

5, BREVARD	0.39
6, BROWARD	37.07
8, CHARLOTTE	0.77
13, DADE	4.25
14, DE SOTO	0.39
28, HIGHLANDS	0.39
29, HILLSBOROUGH	0.39
31, INDIAN RIVER	6.18
33, JEFFERSON	0.39
41, MANATEE	0.39
43, MARTIN	3.86
47, OKEECHOBEE	0.39
50, PALM BEACH	33.20

53, POLK	0.39
56, ST. LUCIE	9.27
59, SEMINOLE	0.39
63, UNION	0.39
-8, 68, DK	0.39
-9, 69, NA	1.16

C. When driving for your company, do you drive:

- 75 Locally
- 16 Regionally
- 9 Nationally

D. What type of vehicle do you use most while working?

- 16 Bus
- 9 Dump Truck
- 6 Retired (no vehicle)
- 10 Van
- 20 Semi-Truck
- 4 Tanker
- 35 Other (Specify) \_\_\_\_\_

*Do you have any additional concerns that you would like FDOT to be aware of?*

Wish they would proceed a little faster with projects the Okeechobee exit in west palm is very bad between Okeechobee and Lipton is appalling so is the restriction to the 2 right lanes and not being turnpikes...

The amount of hours for drivers can be frustrating when companies are not really aware of how much drivers are on the road and FDOT needs to do something about it.

Should enforce speeding and drunk driving better

Teach people how to yield and what 4-way stop mean. If people would learn how to read signs there wouldn't be so many problems.

Clearly marked signs are important to be posted ahead of time sense there are a lot of tourists in her area

Rd debris is atrocious & maintenance of road from pot holes , markings . Litter trash in need of improvement. Afraid of debris on road safety ....1...

Watch the over weight trucks and the truck that are falling apart b/c not properly secured loads and faulty equipment

The older members of the FDOT handle the situations much better than the younger ones.

You need more policing on the interstate highways. He goes out there all the time and cars are driving 90 mph, police see it and don't do anything. He thinks that car drivers should have to take a test on...

The laws that served now

Stricter enforcement on truck safety is needed

State Road 60 is insufficient for the traffic that it carries and it is Indian River county's only west bound hurricane evacuation route, so when it comes to getting people put of here we are going to have a...

Improve the time it takes to complete construction on the roads

The way people drive in general; people on the road are not responsible; outlaw cell phone use while driving.

People who don't know how to drive and don't have a license are driving/ elderly causing accidents/ people who speed and weave in and out of traffic

Local construction that would note on local highways such as US1 where there is insufficient marking. Sometimes you don't know what's going on. For example between Coppens and Atlantic there is construction g...

The caution lights should be longer. Also they should stop blocking off roads needlessly because it causes accidents. In general, he thinks the FDOT does a fantastic job.

Get the old people to the right side of the road. There should be a lane for workers and another lane for retired people. They usually have no where to go and if they do they are not in a hurry.

Allow trucks on the inside lane in the 3 counties.

Amount of concrete curbing makes it difficult to drive a large truck. The highway is design for sports cars instead of large vehicles

The concrete barriers should be taken out to allow more room for emergency escapes. People that aren't experienced behind the wheel need more room because they don't understand how professional drivers drive.

Discourteous drivers, failure to signal, improper lane changes, driving too closely, slower vehicles in the left lane.

On some of the ramps, on and off exits I noticed congestion

The pavement on US-1

They should slow down those who are speeding.

Rest rooms are dirty

Have more light on highway, especially on I-75 too much garbage on I-95

Working at 5 or 8 o'clock is a miserable time to be shutting down lanes.

The signs that are on ground level should be kept up because the brush is growing over them, and the reflectivity of the lines on the road is piss poor . The following roads are problem areas I-95 and the FL...

Interstates wider so many big rigs running overall the state of Florida is doing a good job!

I would like to make sure they keep up with which streets they are closing so we can detour these buses, allow us more notice time. We get it at the last minute or not at all.

Problems with overcrowding conditions...and the erratic driving behavior of people don't follow speed limits

In construction sites its definitely not safe because of standing water.

Standing water in the road

The only concern that I have is that they try to make non-commercial drivers' license holders on how hard it is to really stop a truck.

The way the people tailgate and speed . They need to stop rushing

More testing for people applying for a license.

Local construction has be going on for ages and he sees no light at the end of tunnel--hurry and finish it. Also not satisfied with railroad crossing --bumpy crossing coming on to tracks.

Very grateful for it and never had a problem

There's too much construction going on at one time

95 is a mess and they should finish one part of construction before they start another project

He feels that the turnpike prices should be lowered so that you can get trucks on the turnpike to lower the traffic levels on the other roads

Need to do more random inspection on trucks

He says that he wishes they would complete their projects faster...they start too many projects at once

SR 60 very unsafe, un-smooth and should be 4-lanes. Better than before but could be a lot better.

Stopping more people and checking out the tires.

Weigh stations - a lot of truck driver time is wasted pulling into weigh stations traveling in and out of every other state. If they could put the scales in the road before the station, it would save time.

It would beneficial to have new roads to accommodate new developments.

The speeding of the other drivers

Construction work takes much too long!!! (road construction work) most crews should be working in evenings at night when traffic is low. Construction in Fl takes 4 times longer than in north east. State...

They put cement barriers on entrances of highways which do not allow people enough time to merge

Inspect the vehicles coming out of the port, because they are in poor state of repair

Tracker number 814 Fogerty van line is a very aggressive, irrational , unsafe driver and I am concerned for other motorists. The fleet in the company operates some unsafe equipment.

In general, while driving a truck... He drives with lots of people who should not have drivers licenses. Says 99% of people just have driver errors. People from other places don't really know how to drive

How the roads some of them are bad and some are narrow...she thinks the roads should be used as roads and not for decoration.

Congestion in Miami is terrible

Other than the construction he is satisfied...with what the FDOT is doing.

Con work in summer at night rather than in winter in the day

Build more highways and include better public transportation

Debris on the road that can cause injury to drivers

Recapped tires should be outlawed on tractor trailers; construction sites should always have a police cruiser instead of a flag man.

Traffic lights should be set up with synchronicity, too many of them turn red on you, all local streets, like us1 traffic is messed

No longer use my commercial license for employment

More ample signs warnings of upcoming highways for elderly make numbers and letters larger

Dot personnel need to be nicer

They keep doing the same job over and over. The federal highway on pompano beach was dug up last year and this year wasting tax payer money. I do not agree with officers sitting around and doing radar. Resou...

He thinks there needs to be some penalty for going into a lane that they know is going to end just to get in front of others, this is what causes traffic jams.

Construction zones are too tight for traffic to go through, also too dangerous to drive through for an Astrovan, add an emergency lane to construction zones to alleviate this.

Sensors off the road analog testing

Trucks should not be allowed in the left lane, even on highways.

I-95 is a mess.

They need to keep an eye on drivers

Doing a good job.. Knows we are growing.

They don't educate the people on the rules that much.

The roads in palm beach county need to be fixed, not just patched. During the sugar cane season there are so many trucks on the road there needs to be a separate road for the trucks.

Speed up speed up do a better job on the highways don't be so sloppy on the highways if you start it finish it and watch out for the crazy drivers not signaling when driving.

Tolls are very expensive, especially in Broward county.

Biggest problem is people don't realize what they're doing. Better educate general public, people don't realize how a truck works and what it can do, don't realize a truck's limitations.

The congestion on I-95 is pretty bad.

Traffic is very heavy, ; population is growing and so is traffic streets and highways need to be enlarged

Construction areas don't give enough information about the work being done or where to go to get off

## District 5

### Florida Department of Transportation Commercial Drivers Satisfaction Survey

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates or highways with U.S. numbers or S.R. numbers.

.....  
*Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question. Row percentages generally total 100.<sup>1</sup> Each cell represents the percentage of respondents in each response category for each question. Columns represent the percentage of respondents that named a response category for an entire question set. Columns may be used to gain an overall assessment of how respondents viewed each section, by response category.*

#### PART I

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

- A. Have you traveled through a FDOT construction project in the last 12 months?      Yes **89**      No **11**

If you answered no to I-A, please skip to Part II. If you answered yes to question I-A, please proceed to question II-B.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>B.</b> Signs notifying me of the construction allowed me enough time to adjust my speed.	<b>21</b>	<b>69</b>	<b>6</b>	<b>2</b>	<b>2</b>
<b>C.</b> Construction zones were clearly marked.	<b>19</b>	<b>72</b>	<b>7</b>	<b>1</b>	<b>0</b>
<b>D.</b> Construction zones were safe to drive through.	<b>7</b>	<b>59</b>	<b>28</b>	<b>4</b>	<b>2</b>
<b>E.</b> Construction work did not affect my ability to provide goods and services to my customers.	<b>10</b>	<b>53</b>	<b>20</b>	<b>4</b>	<b>12</b>
<b>F.</b> Construction projects on state roads are completed in a timely manner.	<b>3</b>	<b>28</b>	<b>46</b>	<b>16</b>	<b>7</b>
<b>G.</b> I was satisfied with completed FDOT construction projects.	<b>12</b>	<b>70</b>	<b>11</b>	<b>2</b>	<b>5</b>

<sup>1</sup>Due to rounding, sometimes the percentages do not total to 100.

## PART II

The next set of questions deal with visibility and safety while driving on the State Highway System. Please indicate whether you strongly agree, agree, disagree, strongly disagree, or have no opinion on the statement.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. Safety laws are well enforced by the Florida Department of Transportation.	11	63	19	4	3
B. Weight laws are well enforced by the Florida Department of Transportation.	12	56	15	2	15
C. Current motor carrier safety regulations are adequate.	8	69	13	2	8
D. Motor carrier officers are courteous when taking enforcement action.	6	55	12	3	23
E. During the day, visibility of roadway striping and markings is good.	14	76	9	1	1
F. At night, visibility of roadway striping and markings is good.	6	59	30	2	3
G. Spacing of exit and crossroad signs allow me enough time for travel decisions.	8	72	18	2	1
H. I am satisfied with the overall visibility of road signs.	8	81	10	1	1

## PART III

The next questions relate to travel times and traffic. For these items, please indicate whether you strongly agree, agree, disagree, strongly disagree, or have no opinion on the statement.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. I am satisfied with the amount of time it takes to travel <b>within</b> local cities or towns.	3	55	32	8	3
B. I am satisfied with the amount of time it takes to travel <b>between</b> local cities or towns.	5	65	22	6	2
C. The overall level of traffic congestion on the State Highway System is acceptable.	2	38	44	14	2
D. Posted speed limits on the State Highway System are reasonable.	6	78	13	3	0
E. Most vehicles remain within the speed limit on the State Highway System.	2	22	54	21	2

**PART IV.**

Question	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall safety on state roads.	6	73	14	3	5
B. Overall smoothness of the roads in the State Transportation System.	6	67	23	3	2
C. The transportation system provided by FDOT.	4	72	14	2	8

**PART V.**

Before concluding this survey, we'd like to ask you a few questions about yourself.

A. For how many years have you been a licensed commercial driver in Florida? \_\_\_\_ years

YEARS	Percentage
Less than a year to 5 years	31
6 to 10 years	29
11 to 15 years	13
16 to 20 years	13
21 to 25 years	5
26 to 30 years	5
31 to 35 years	2
36 to 40 years	2
More than 40 years	1

B. Out of which county in Florida do you operate? \_\_\_\_\_

4, BRADFORD	1	0.38
5, BREVARD	45	17.11
6, BROWARD	1	0.38
9, CITRUS	1	0.38
13, DADE	1	0.38
16, DUVAL	2	0.76
17, ESCAMBIA	2	0.76
18, FLAGLER	9	3.42
34, LAFAYETTE	1	0.38
35, LAKE	17	6.46
38, LEVY	1	0.38
42, MARION	28	10.65
43, MARTIN	1	0.38

48,ORANGE	77	29.28
49,OSCEOLA	15	5.70
53,POLK	2	0.76
57,SANTA ROSA	3	1.14
59,SEMINOLE	18	6.84
60,SUMTER	5	1.90
64,VOLUSIA	28	10.65
-8,68,DK	2	0.76
-9,69,NA	3	1.14

C. When driving for your company, do you drive:

- 68 Locally
- 21 Regionally
- 12 Nationally

D. What type of vehicle do you use most while working?

- 17 Bus
- 10 Dump Truck
- 5 Retired (no vehicle)
- 7 Van
- 24 Semi-Truck
- 2 Tanker
- 34 Other (Specify)\_\_\_\_\_

*Do you have any additional concerns that you would like FDOT to be aware of?*

Service hours for drivers. They are allowed to work 15 hours a day and it should be limited to 10 to 12 hours a day intrastate.

Stat rd 40 very dangerous. State rd44 very dangerous & when there are construction areas, have no work going on there are no signs indicating this??? Truck route going into Nova rd, finish widening Nova rd...

Need more law enforcement and visibility of enforcement vehicles on the roads.

The St. John's river bridge

Get out and pick the tires up more often. They need to get interstate 4 and 95 done. They need to be widened out, there are too many cars on them.

1. In last the last year, have had 2 stop lights west of Flagler bridge on us100, no way to safety stop. Many times going speed limits or below end up running stop light. Yellow light need to be longer on both stop light

That semi-truck drivers need to be more careful and follow speed limits

State Road 3 Road 528 bad congestion - long bridge

Would like to see more turn lanes on Sarno Rd. Traffic goes too fast.

Need to get road improvements done faster, highway system is not keeping up, too overcrowded.

He has had some confrontation with the officers and they are not polite, he was accused of drinking when he wasn't & he thinks the officers were on too high a quota

Cars don't always allow enough space. Are not aware of what truckers have to do.

Get rid of all the old people on the roads

Red light violations and speed violations - he sees people doing this constantly - people do not obey the speed limit and stop for red lights. I see more than the average driver because I was a state trooper - h...

They need to repaint line on the highway. Medians are not properly marked to where you can see them at night.

Keeping trucks restricted from the third lane. Most people don't use the third lane and that means more traffic for truck driver to deal with.

They need to complete their projects on time.

Scale on US 1 north of Bunell are only on one side (south bound lane) so if headed north have the swing around and in morning visibility is not good and it's dangerous

When you go through scales if truck is backed up you should turn the scales off (say closed)

That some people don't slow up. He calls these people idiots. Usually the state trooper gets them though

Keep people out of left lane

Widen the roads. Like State Road 46...hard to pull over if something goes wrong.

The paint markings are hard to see at night need to have more dot enforcement on small carriers like truck with trailers carrying big piles of junk. They need to more enforcement. Eliminate tolls for motorcycles

Road markings are not very visible

The dot is checking the weight (at a light from west to east)) at 318 and 441 and stopping trucks at the light and the truck in front of him stopped which in turn he ended up blocking traffic from the other d...

The smoothness of the roads.

I think that they should have the people without dsl license's should get them.

Speed limits on US 1 jump too fast and she is not allowed enough time to adjust her speed.

Instead of fixing whole roads they are just doing patches, therefore; when one patch gets done the one that was done before it needs to be fixed again. Also, they wait too long to fix bridges, they are waiti...

Clamp down on student stop arms. There were many cars that ran them on her this week only.

He is very unhappy with the bridge on route 4 at the St. Johns River bridge...the merging when you are going east bound is very dangerous...you are also going uphill and it is hard to merge with traffic that...

Look into contractors that are hired

Where ever there's stop lights, the yellow warning lights should be timed so a truck can stop - sometimes you don't have enough time to stop - all yellow lights should be timed exactly the same so trucks know...

Construction zones low roads uneven no merging signs

Concerned about safety from smaller vehicles coming off the interstate and running stop signs and yield signs.

We need more lanes for Wildwood south on 75, and most roads need to be upgraded, as they are falling apart.

Recreational vehicles pull in boats, and campers not having mirrors taht they can see behind them, can't go either left or right and are not fined FDOT, b/c they are recreational. Pain in the in the butt.

I hope they change the mile markers on signs.

Would like a little more consistency in law enforcement.

192 and 441 are bad roads and cause a lot of accidents.

The bridge over St. John's river in Sanford on I-4 needs widened

Law enforcement. I can drive a trip from downtown Orlando to Disney and never see law enforcement officers.

When they start a construction project, they disappear. They need to get it finished. He mentioned an intersection that took three years to build. Speed it up.

Very little places to park a truck when people want to take a break. Rest areas are always full, truck stops are always full. They want to shorten the hours that truckers can drive, which means to park more...

They need to enforce the speed limits a lot more...

Safety on SR 70 is deplorable and it needs to be four-lanes all the way down. The local roads around there are always being worked on, they'll cut down a curb four feet and leave it there for days. This is s

Better sign posting;

Some of the areas where school buses stop are generally in dangerous areas

I had emailed them and I haven't got a response back, my question is what's the time span that a commercial driver needs to rest after 15 and a half hours of steady driving and/or working. I would like a resp...

Congestion on I4, instead of looking for adding on additional lanes, maybe you could make a loop around the city.

The tree heights of the roads should be better maintained because they transport new cars and cannot scratch them, especially on Land St. in Orange county.

Roughness and congestion on some of the highways

The road are in worst shape after resurfacing there before it was started/ Whight Con does very poor work

The score point for the test is too high

Increase or change the heavy equipment operator license.

Widen some of the roads, i-95 needs another lane

Not happy about the reckless drivers out there

I find that signs concerning construction are often left up too long. Because of that, people tend to ignore them. For example, on weekends a sign is up there and no work is being done there, people igno...

All females should be removed from the roads because when they sit behind the wheel of a car their brains stop working. Also, all old people should be removed from the road, they are dangerous.

There is interception on i-4 just north (2 miles) of i-27 that is over loaded with traffic and large trucks that needs a traffic light. He has seen many accidents happen at this spot.

Demolish the whole FDOT program

Traffic congestion in cities due to poor traffic light control timing and location.

More speed enforcement on interstate.

Takes to long finish major construction projects like us 192, which has been tied up for years

Signs that are written in English are wrong for non-speaking English people. We should look to Europe for international signs of roads. Think it is easy to relate to symbols than signs.

More frequent safety inspections

Better lighting on the roads when it is raining outside. Better road service. Bad right lanes, ruts fill up with water when it has finished raining.

I-4 too congested

1. Break trailers registration from truck registration---make it a separate process
2. Lower the CBL to 19,000 gross vehicle weight

Need more transportation to take the congestion off the roads and improvement of roads.

The enforcement of the rules with dump trucks about keeping their loads covered, such as with the rocks and stones

A lot of rough roads, never get around to the ones that are well traveled

Why don't they put the trucks in the two left lanes so that the on ramps and off ramps are safer? Cars do follow safer procedures

Too darn crowded

## District 6

### Florida Department of Transportation Commercial Drivers Satisfaction Survey

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates or highways with U.S. numbers or S.R. numbers.

.....

*Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question. Row percentages total 100.<sup>1</sup> Each cell represents the percentage of respondents in each response category for each question. Columns represent the percentage of respondents that named a response category for an entire question set. Columns may be used to gain an overall assessment of how respondents viewed each section, by response category.*

#### PART I

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

- A. Have you traveled through a FDOT construction project in the last 12 months?      Yes **84**      No **16**

If you answered no to I-A, please skip to Part II. If you answered yes to question I-A, please proceed to question II-B.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
B. Signs notifying me of the construction allowed me enough time to adjust my speed.	16	71	11	1	2
C. Construction zones were clearly marked.	15	73	11	1	1
D. Construction zones were safe to drive through.	7	58	27	5	4
E. Construction work did not affect my ability to provide goods and services to my customers.	6	51	34	3	7
F. Construction projects on state roads are completed in a timely manner.	2	35	44	11	8
G. I was satisfied with completed FDOT construction projects.	10	63	24	3	1

<sup>1</sup>Due to rounding, sometimes the percentages do not total to 100.

**PART II**

The next set of questions deal with visibility and safety while driving on the State Highway System. Please indicate whether you strongly agree, agree, disagree, strongly disagree, or have no opinion on the statement.

<b>Question</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>
<b>A.</b> Safety laws are well enforced by the Florida Department of Transportation.	11	67	13	3	5
<b>B.</b> Weight laws are well enforced by the Florida Department of Transportation.	9	61	8	4	18
<b>C.</b> Current motor carrier safety regulations are adequate.	7	69	14	1	8
<b>D.</b> Motor carrier officers are courteous when taking enforcement action.	6	56	19	6	13
<b>E.</b> During the day, visibility of roadway striping and markings is good.	12	73	14	0	0
<b>F.</b> At night, visibility of roadway striping and markings is good.	11	63	22	3	2
<b>G.</b> Spacing of exit and crossroad signs allow me enough time for travel decisions.	11	71	13	3	2
<b>H.</b> I am satisfied with the overall visibility of road signs.	13	76	9	1	0

**PART III**

The next questions relate to travel times and traffic. For these items, please indicate whether you strongly agree, agree, disagree, strongly disagree, or have no opinion on the statement.

<b>Question</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>
<b>A.</b> I am satisfied with the amount of time it takes to travel <b>within</b> local cities or towns.	2	35	47	14	2
<b>B.</b> I am satisfied with the amount of time it takes to travel <b>between</b> local cities or towns.	4	43	44	7	2
<b>C.</b> The overall level of traffic congestion on the State Highway System is acceptable.	1	33	47	17	3
<b>D.</b> Posted speed limits on the State Highway System are reasonable.	8	77	11	3	1
<b>E.</b> Most vehicles remain within the speed limit on the State Highway System.	2	32	49	16	1

**PART IV.**

Question	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall safety on state roads.	11	70	14	0	5
B. Overall smoothness of the roads in the State Transportation System.	9	68	16	5	2
C. The transportation system provided by FDOT.	7	69	15	3	6

**PART V.**

Before concluding this survey, we'd like to ask you a few questions about yourself.

A. For how many years have you been a licensed commercial driver in Florida? \_\_\_\_ years

YEARS	Percentage
Less than a year to 5 years	25
6 to 10 years	30
11 to 15 years	18
16 to 20 years	10
21 to 25 years	6
26 to 30 years	7
31 to 35 years	1
36 to 40 years	1
More than 40 years	1

B. Out of which county in Florida do you operate? \_\_\_\_\_

3, BAY	0.43
6, BROWARD	6.06
13, DADE	82.68
16, DUVAL	0.43
21, GILCHRIST	0.43
41, MANATEE	0.43
43, MARTIN	0.43
44, MONROE	4.76
48, ORANGE	0.43
50, PALM BEACH	1.73
52, PINELLAS	0.43
59, SEMINOLE	0.43
-8, 68, DK	0.87
-9, 69, NA	0.43

C. When driving for your company, do you drive:

- 77 Locally
- 12 Regionally
- 11 Nationally

D. What type of vehicle do you use most while working?

- 13 Bus
- 9 Dump Truck
- 4 Retired (no vehicle)
- 17 Van
- 22 Semi-Truck
- 4 Tanker
- 31 Other (Specify) \_\_\_\_\_

*Do you have any additional concerns that you would like FDOT to be aware of?*

They need to take into consideration that the construction of new houses need to be in ratio with available roadways and the highway road taxes need to be attached to all new home purchases to build new highwa...

We have some roads that need striping, especially on 20th St. There is very poor visibility, also 7th Ave., 62nd,

Every time you talk to a dot member, they should keep the laws the same. Every time you talk to a dot member they tell you different things. For the driver, we are always in limbo land. One thing that a dot

Miami is a mess that's all there is to it

Hurry up with construction - hire more people to get construction done faster - tying up traffic

Golden Glades interchange, built very confusing. During heavy traffic this road, if unfamiliar will lead you elsewhere than desired. Turnpike prices have triple in price during the past eights. Unfair to the...

More planning for the future

Like to see them build a weigh station in the middle of some of the highways in Dade county...ext palmetto exp.

Too much overcrowding in Miami. 441 is horrible as well as the 826, and hurry up with the 836.

Dissatisfied about the bus transportation of schools (high school level) bus drivers are rude in the evening

Not enough night patrol cars on the turnpike coming from Orlando to Miami. Irresponsible individuals didn't get a tow truck out there for 5 hours.

My biggest thing is Chrome and 441

They need to add 4th lane to the 18 mile stretch between Homestead and Key Largo

Officials are very brusque and mean when treating people is all

The Florida turnpike--they should adjust the tolls, they are too high

Need more roads, and space to travel

Speeding trucks speeding on side roads

He says he believes that they should give commercial drivers license's to foreign people who have lived here for at least 2 years because they can't read the signs on the roads

Fix the roads in down town... Definitely the pot holes. Very dangerous.

Heard that 18 is going to be new age limit to drive which is good.

I think they should make it more difficult to get driver's licenses. I feel like law enforcement is lacking on the state highway system. I know they need more, but what can you do.

More streets

The fact that everybody breaks traffic lights and nobody heads of the traffic light and they should pay more attention to that

Transportation here in the us is better compared to other countries and the FDOT takes a lot of care in taking care of the drivers

Get rid of the traffic.

He thinks that the department of transportation has to increase travel lanes on the highway especially in Miami Dade due to increase population

Rip grass out of big pine key, b/c deer eat grass - replace with succulents. All the deer are being key. Widen road on key - speed limits are ignored in construction zones.

Try to educate the bad drivers that don't obey conditions of the FDOT.

Here is Miami dada, if something could be done about congestion, such as the solution on Palmetto and 103rd

On the 826, just around the bend, there is a bridge that goes over a canal and it shakes very bad...and on the turnpike extension (right before the Killian exit) there is a big dip in the road, right underne...

Concerning tolls, he's concerned that the workers get paid minimum wage and gets their benefits taken away. If they put more tolls workers should get paid more and have better benefits. Also, they don't give...

It'd be good if they'd increase working construction on the off-hours, instead of in rush hour

Fix the problem, as is there are too many people on the roads and traffic, congestion is too much

The largest problems are with congestion

The truck drivers don't have any right to the state highway as do the other cars on the road that do not pay as much taxes as the truck drivers

People need to give a truck a break....they need to know that a truck can't stop like a car, they need to be aware that trucks need 3 times the distance to stop and cars drive too fast up to 25 miles over the s...

Increase the number of lanes in highly congested areas

Lot of waiting for traffic and toll bills

After they fix all the streets, they should raise the speed limits a little. Not be so harsh with commercial drivers, they are supposedly professional drivers.

Everyone on the highway system speeds like maniacs, Alabama and Tennessee enforce the laws, but they are very lax here in Florida.

Miami is very difficult to get around, because there are not enough expressways. They are way crowded, it takes 45 minutes to an hour to get to work. You need to plan for the future, and the highways...

There are too many cars on the road, so there must be more space for all of the drivers. And in some places there simply aren't enough road signs, and you get lost easily. Officials are not kind with the d...

The fact that he pays road taxes and on most interstates he's only allowed to use 2/3 of it with the left lane truck restriction now imposed; he believes that what should be restricted is a minimum speed on...

If you could do something about the congestion in the Miami area. Overall is satisfied

Chaffers cause too many infractions of the law drivers do not respect the road

Small road need better road way striping

People are driving with unsecured loads.

The traffic signal are very good but in the city there is a lot of traffic

Pay more attention to those drivers that drive under the influence and those that drive irresponsibly because they are a danger to humanity in general,

Improve the highway system because there is too much traffic

Raise the speed limits to the keys

Commercial trucks should go 10 miles slower than the rest of the vehicles and should be restricted to the right lane of travel. Also a random safety checks should be done. Construction should be done at nig

Drunk drivers

Lights on construction zones should be facing the floor because they blind you

To help out traffic congestion they should come up with a better transportation system to alleviate the traffic, such as subterranean trains

Not enough roads for all the vehicles on the road; there is a lot of debris on the highway - tires from trailers; dump truck spill a lot of sand and rock on the highways

The police of Miami are overly abusive.

827 is being worked on day and night because there is always congestion.

Make more highways in Dade county

Trees or bushes, when you enter from one street to another, especially when you have a curb before, you can't see. You can't see anything next to the railroad tracks. You can't see if the light is working.

Officials that enforce the laws are rude. NW 72nd and 79th St. They are expanding for the metro rail, they are taking way too long. Business are suffering, and my clients are upset because they get their

Too much traffic on roads, specifically the turnpike in Dade county.

They have to be more concerned about drivers be more aware of hazards other drivers are causing truckers and begin policing and enforcing it improve courtesy for commercial drivers.

Other vehicles go too fast and cut off bigger vehicles, they don't yield when they are coming off the on ramp. Through construction zones when the sign says lane is closed the cars wait until the last minute

State road 826 is taking too long to be completed.

Check Dade co. Dump trucks, they're out of good condition

Little more leniency in Monroe county were accidental stuff are concerned.

Litigating should be more sufficient on some roads.

Sometimes too strict.

Dissatisfied with the officers in control of regulating

In future chrome needs to be wider. He wishes that on 826 construction is too slow.

Better and more roads.

They should do away with the HOV lanes because they make no sense and they are inefficient.

# District 7

## Florida Department of Transportation Commercial Drivers Satisfaction Survey

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates or highways with U.S. numbers or S.R. numbers.

.....

**Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question. Row percentages generally total 100.<sup>1</sup> Each cell represents the percentage of respondents in each response category for each question. Columns represent the percentage of respondents that named a response category for an entire question set. Columns may be used to gain an overall assessment of how respondents viewed each section, by response category.**

### PART I

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

- A.** Have you traveled through a FDOT construction project in the last 12 months?      Yes **92**      No **8**

If you answered no to I-A, please skip to Part II. If you answered yes to question I-A, please proceed to question II-B.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>B.</b> Signs notifying me of the construction allowed me enough time to adjust my speed.	<b>17</b>	<b>69</b>	<b>10</b>	<b>3</b>	<b>0</b>
<b>C.</b> Construction zones were clearly marked.	<b>19</b>	<b>69</b>	<b>11</b>	<b>1</b>	<b>0</b>
<b>D.</b> Construction zones were safe to drive through.	<b>8</b>	<b>56</b>	<b>30</b>	<b>4</b>	<b>3</b>
<b>E.</b> Construction work did not affect my ability to provide goods and services to my customers.	<b>8</b>	<b>51</b>	<b>26</b>	<b>7</b>	<b>9</b>
<b>F.</b> Construction projects on state roads are completed in a timely manner.	<b>0</b>	<b>28</b>	<b>45</b>	<b>19</b>	<b>8</b>
<b>G.</b> I was satisfied with completed FDOT construction projects.	<b>14</b>	<b>68</b>	<b>14</b>	<b>2</b>	<b>3</b>

<sup>1</sup>Due to rounding, sometimes the percentages do not total to 100.

**PART II**

The next set of questions deal with visibility and safety while driving on the State Highway System. Please indicate whether you strongly agree, agree, disagree, strongly disagree, or have no opinion on the statement.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. Safety laws are well enforced by the Florida Department of Transportation.	9	61	18	5	7
B. Weight laws are well enforced by the Florida Department of Transportation.	11	54	15	3	17
C. Current motor carrier safety regulations are adequate.	7	70	14	1	9
D. Motor carrier officers are courteous when taking enforcement action.	5	61	8	3	23
E. During the day, visibility of roadway striping and markings is good.	13	76	8	0	2
F. At night, visibility of roadway striping and markings is good.	8	60	25	5	2
G. Spacing of exit and crossroad signs allow me enough time for travel decisions.	6	71	18	3	1
H. I am satisfied with the overall visibility of road signs.	11	75	11	1	2

**PART III**

The next questions relate to travel times and traffic. For these items, please indicate whether you strongly agree, agree, disagree, strongly disagree, or have no opinion on the statement.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. I am satisfied with the amount of time it takes to travel <b>within</b> local cities or towns.	3	42	42	12	1
B. I am satisfied with the amount of time it takes to travel <b>between</b> local cities or towns.	3	60	30	6	0
C. The overall level of traffic congestion on the State Highway System is acceptable.	1	39	41	17	1
D. Posted speed limits on the State Highway System are reasonable.	7	82	9	2	0
E. Most vehicles remain within the speed limit on the State Highway System.	1	22	50	27	1

**PART IV.**

Item	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall safety on state roads.	7	73	16	2	2
B. Overall smoothness of the roads in the State Transportation System.	6	65	23	5	1
C. The transportation system provided by FDOT.	6	70	10	4	10

**PART V.**

Before concluding this survey, we'd like to ask you a few questions about yourself.

A. For how many years have you been a licensed commercial driver in Florida? \_\_\_ years

YEARS	Percentage
Less than a year to 5 years	27
6 to 10 years	24
11 to 15 years	13
16 to 20 years	13
21 to 25 years	10
26 to 30 years	5
31 to 35 years	3
36 to 40 years	2
More than 40 years	3

B. Out of which county in Florida do you operate? \_\_\_\_\_

4, BRADFORD	0.42
9, CITRUS	9.17
13, DADE	0.83
27, HERNANDO	5.83
29, HILLSBOROUGH	35.83
41, MANATEE	0.42
42, MARION	0.42
48, ORANGE	0.42
51, PASCO	12.08
52, PINELLAS	31.67
53, POLK	1.25
57, SANTA ROSA	0.42
-8, 68, DK	0.42
-9, 69, NA	0.83

C. When driving for your company, do you drive:

- 70 Locally
- 20 Regionally
- 10 Nationally

D. What type of vehicle do you use most while working?

- 14 Bus
- 11 Dump Truck
- 9 Retired (no vehicle)
- 8 Van
- 23 Semi-Truck
- 4 Tanker
  
- 31 Other (Specify)\_\_\_\_\_

*Do you have any additional concerns that you would like FDOT to be aware of?*

Catch speeders and tailgaters

On 19, people are making left turns with new grass being planted so median is not useable for turns on left side of the road. 19 is the most unsafe road in our local area. They need to correct this problem v...

Build something in East Pasco county and to speed up funding for roads. Contractors have no reason to speed up and in other states they get bonuses for early completion and that is what they need to do in f...

When you have five guys working and four standing around and only one is holding a shovel that is not work

The effort made to prevent running red lights at major intersections in Hillsborough county is grossly inadequate.

Very pleased with the outcome of construction, it does seem there are too many things going on at once... It takes them forever, but outcome is tremendous

My main beef is that i-19 is a disaster in the highway system.

More lighting

Sr 200 near Ocala has been under construction for too long

Better maintenance of existing roads

State roads are okay, but there are roads that don't have access to get off the highway. Speed limits are excessive, speeding cars speed by his truck and shake it (maybe lanes wider). Main highways need sig...

Traffic light synchronization, us 19 light are not synchronized.

Although the construction is inconvenient there are not enough lanes so there needs to be more of it

Slower traffic does not keep right.

DOT should share in the responsibility for accident response.

Weigh station on hwy 60 crossroads with 39...it's difficult to merge back onto the hwy

Congestion on us19

The bad driving, people run lights and are unsafe

Should have better markings especially because of the weather here

There is an awful lot of construction at the junction of i-4 - the construction is not keeping up w/ the increase of population.

Take the politics out and deal w/ the people

The speeders on the highway. More tickets

Very satisfied with it all

When people pass you and they come in front of you and slam on brakes they don't understand we can't react at the same rate they can they need to educate drivers more

A lot of trucks are flipped over on side on i-4; trucks run up on vehicles because of racing

There should be more radar control.

Slow down some of the people who are driving like maniacs, there are a lot of those people and wrecks in this county.

I wish that motorists were more aware of what truck needs are on highways. Maybe in the drivers test they should include a paragraph concerning large vehicles on the highway. Maybe a brochure or pamphlet

He does not want highway of Tampa express to come into the county

People at weigh station don't post racers not pull over and don't know if we are supposed to pull in at agricultural stations

I would like to know why emergency vehicle drivers don't carry cdl and why sheriff and hwy patrol don't have to have a cdl why only do personnel with cdl only have to take a drug test.

I live close to rt 19 there are a lot of openings, when a semi makes a u turn, and it is dangerous, because it sticks out into the other lanes, and that is a big killer here in Citrus county.

Fix Novel Bryant or 486. They took a 4 lane road and turned it 2 lanes with a center turn lane, because one person couldn't get out of their driveway, and it is ridiculous smashing all the traffic into 2 lane

Better markings construction zones

Put on drivers test why the plack cards are put on trucks.

Sometimes there is over emphasis on the reflectors. They are a waste of money, as well as silk barriers.

People drive too slow

They could patrol the highway system more

Better training to the new (young) drivers

I'm concerned with growth planning around the Tampa bay area.

In the construction zones, everyone is driving too fast and I see the police officers just ignore it. The laws are not enforced in construction zones.

275 thru Pinellas rough sections in curves its very dangerous.

Stricter control on over sized vehicles. The enforcement is kind of lenient even the rules that are existed.

Would like traffic flow improved on us 19

They have to check some of these trucks more carefully - a lot of them shouldn't even be on the road and a lot are overweight

More road work

Scales on i-4

Construction projects take way too long.

The one thing that is definitely a problem is when exiting from rest areas and places where both trucks and smaller vehicles enter and exit, the yield signs need to be yielding traffic left because thats whe...

Intercity station of tractor trailers.... Should not be in down town areas. Tractor trailers should not be driven in down town with out permits (special).

They need to have more speed traps, too many people are speeding and causing accidents.

They need to pay employees more.

Congestion is really bad around here and it seems that the roads need to be expanded or improved. There needs to be more awareness and caution for trucks carrying heavy loads.

Every year they improve the highways more and more, doing a good job!!!

They need to put the tax money towards the state troopers.

Road congestion. Build or expand roads.

Do better job enforcing better planning of roads!

Get some of the junk of the roads junk trucks

People that say the heck with speed limit, and cell phone people

FDOT is largely undermanned and can't do much about the problems that they are already aware of.

Traveled down 60 heading w and there was a construction zone. There was a highway patrol car behind the construction vehicles that was virtually hidden and this is not right.

Hurry up with construction!!!!

Timing stinks /law stinks / lights stink/lake of law enforcement/the svay stinks / government stinks

Speed up construction poor planning of construction which cause the delays

Need to do more thinking

Start and finish a project in good time. Better use of time and management. Between heavily traveled cities have more turn lanes for emergencies ( if there is an accident ).

Concerned about pushing roadway through land, it is not ok "just b/c nobody lives there", should be more environmentally safe.

Lean choice for large vehicles; a restriction for certain vehicles most of the roads in Hillsborough county has potholes that has not been filled in two years. Driven over 35 years, and this is the poorest

Pay a little more attention to local trucks and their braking systems because trucks are falling apart on the road. Also, it does not seem like there enough dot officers on the roads to enforce the laws.

Wants speed train/metro rail .. We are living in a major metro area and we should have it... Likes to drinking and people should have metro so they don't drink and drive.. No bus service.... No public transpr...

People run the stop arm when the bus is letting kids on and off

On i-75 com. Drivers can't use 3rd lane, and driving a big truck it is hard to yield to the cars getting on the interstate.

# Florida Department of Transportation

## Commercial Drivers Satisfaction Survey

### Statewide

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates or highways with U.S. numbers or S.R. numbers.

.....  
**Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question. Row percentages generally total 100.<sup>1</sup> Each cell represents the percentage of respondents in each response category for each question. Columns represent the percentage of respondents that named a response category for an entire question set. Columns may be used to gain an overall assessment of how respondents viewed each section, by response category.**

#### PART I

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

- A. Have you traveled through a FDOT construction project in the last 12 months?      Yes **90**      No **10**

If you answered no to I-A, please skip to Part II. If you answered yes to question I-A, please proceed to question II-B.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>B.</b> Signs notifying me of the construction allowed me enough time to adjust my speed.	<b>20</b>	<b>69</b>	<b>8</b>	<b>2</b>	<b>1</b>
<b>C.</b> Construction zones were clearly marked.	<b>20</b>	<b>70</b>	<b>8</b>	<b>1</b>	<b>1</b>
<b>D.</b> Construction zones were safe to drive through.	<b>10</b>	<b>59</b>	<b>26</b>	<b>4</b>	<b>2</b>
<b>E.</b> Construction work did not affect my ability to provide goods and services to my customers.	<b>8</b>	<b>55</b>	<b>25</b>	<b>4</b>	<b>8</b>
<b>F.</b> Construction projects on state roads are completed in a timely manner.	<b>2</b>	<b>32</b>	<b>44</b>	<b>16</b>	<b>7</b>
<b>G.</b> I was satisfied with completed FDOT construction projects.	<b>11</b>	<b>68</b>	<b>14</b>	<b>3</b>	<b>4</b>

<sup>1</sup>Due to rounding, sometimes the percentages do not total to 100.

**PART II**

The next set of questions deal with visibility and safety while driving on the State Highway System. Please indicate whether you strongly agree, agree, disagree, strongly disagree, or have no opinion on the statement.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. Safety laws are well enforced by the Florida Department of Transportation.	11	64	16	4	5
B. Weight laws are well enforced by the Florida Department of Transportation.	13	58	11	2	16
C. Current motor carrier safety regulations are adequate.	8	69	13	2	9
D. Motor carrier officers are courteous when taking enforcement action.	7	57	13	3	20
E. During the day, visibility of roadway striping and markings is good.	12	78	9	1	1
F. At night, visibility of roadway striping and markings is good.	8	62	24	3	3
G. Spacing of exit and crossroad signs allow me enough time for travel decisions.	9	74	14	2	2
H. I am satisfied with the overall visibility of road signs.	10	79	9	1	1

**PART III**

The next questions relate to travel times and traffic. For these items, please indicate whether you strongly agree, agree, disagree, strongly disagree, or have no opinion on the statement.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. I am satisfied with the amount of time it takes to travel <b>within</b> local cities or towns.	3	49	35	9	3
B. I am satisfied with the amount of time it takes to travel <b>between</b> local cities or towns.	5	63	25	5	2
C. The overall level of traffic congestion on the State Highway System is acceptable.	2	41	41	13	2
D. Posted speed limits on the State Highway System are reasonable.	9	78	11	2	0
E. Most vehicles remain within the speed limit on the State Highway System.	2	24	52	21	2

**PART IV.**

<b>Question</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>
<b>A. Overall safety on state roads.</b>	<b>8</b>	<b>74</b>	<b>13</b>	<b>2</b>	<b>3</b>
<b>B. Overall smoothness of the roads in the State Transportation System.</b>	<b>7</b>	<b>62</b>	<b>24</b>	<b>5</b>	<b>2</b>
<b>C. The transportation system provided by FDOT.</b>	<b>7</b>	<b>72</b>	<b>11</b>	<b>2</b>	<b>8</b>

**PART V.**

Before concluding this survey, we'd like to ask you a few questions about yourself.

A. For how many years have you been a licensed commercial driver in Florida? \_\_\_\_ years

<b>YEARS</b>	<b>Percentage</b>
<b>Less than a year to 5 years</b>	<b>27</b>
<b>6 to 10 years</b>	<b>26</b>
<b>11 to 15 years</b>	<b>15</b>
<b>16 to 20 years</b>	<b>12</b>
<b>21 to 25 years</b>	<b>7</b>
<b>26 to 30 years</b>	<b>7</b>
<b>31 to 35 years</b>	<b>3</b>
<b>36 to 40 years</b>	<b>2</b>
<b>More than 40 years</b>	<b>2</b>

B. Out of which county in Florida do you operate? \_\_\_\_\_

<b>1 ,ALACHUA</b>	<b>1.11</b>
<b>2 ,BAKER</b>	<b>0.16</b>
<b>3 ,BAY</b>	<b>0.06</b>
<b>4 ,BRADFORD</b>	<b>0.42</b>
<b>5 ,BREVARD</b>	<b>3.85</b>
<b>6 ,BROWARD</b>	<b>7.54</b>
<b>8 ,CHARLOTTE</b>	<b>1.45</b>
<b>9 ,CITRUS</b>	<b>1.67</b>
<b>10 ,CLAY</b>	<b>1.06</b>
<b>11 ,COLLIER</b>	<b>1.24</b>
<b>12 ,COLUMBIA</b>	<b>0.42</b>
<b>13 ,DADE</b>	<b>12.79</b>
<b>14 ,DE SOTO</b>	<b>0.49</b>

15 ,DIXIE	0.26
16 ,DUVAL	5.30
17 ,ESCAMBIA	0.27
18 ,FLAGLER	0.76
20 ,GADSDEN	0.07
21 ,GILCHRIST	0.17
24 ,HAMILTON	0.11
25 ,HARDEE	0.44
26 ,HENDRY	0.36
27 ,HERNANDO	0.98
28 ,HIGHLANDS	1.23
29 ,HILLSBOROUGH	6.56
31 ,INDIAN RIVER	1.10
32 ,JACKSON	0.05
33 ,JEFFERSON	0.07
34 ,LAFAYETTE	0.24
35 ,LAKE	1.43
36 ,LEE	3.35
37 ,LEON	0.07
38 ,LEVY	0.56
40 ,MADISON	0.32
41 ,MANATEE	1.73
42 ,MARION	2.53
43 ,MARTIN	0.83
44 ,MONROE	0.68
45 ,NASSAU	0.26
47 ,OKEECHOBEE	0.36
48 ,ORANGE	6.76
49 ,OSCEOLA	1.26
50 ,PALM BEACH	6.15
51 ,PASCO	2.02
52 ,PINELLAS	5.44
53 ,POLK	4.38
54 ,PUTNAM	0.58
55 ,ST. JOHNS	1.43
56 ,ST. LUCIE	1.85
57 ,SANTA ROSA	0.32
58 ,SARASOTA	0.44
59 ,SEMINOLE	1.64

60 , SUMTER	0.42
61 , SUWANNEE	0.42
62 , TAYLOR	0.11
63 , UNION	0.07
64 , VOLUSIA	2.41
66 , WALTON	0.05
-8 , 68 , DK	0.50
-9 , 69 , NA	1.35

C. When driving for your company, do you drive:

- 71 Locally
- 19 Regionally
- 10 Nationally

D. What type of vehicle do you use most while working?

- 15 Bus
- 10 Dump Truck
- 7 Retired (No Vehicle)
- 10 Van
- 24 Semi-Truck
- 3 Tanker
- 31 Other (Specify)\_\_\_\_\_

## Overall Assessment of Commercial Drivers in Florida

In the following paper, we will indicate when a significant difference in the opinions of commercial drivers occurred across districts, as well as when the responses were anomalous. We consider a difference of 5 percent in one response category practically significant. Differences in responses of strongly agree and agree or strongly disagree and disagree were collapsed into binary categories of agree and disagree to provide an overall assessment of residential drivers' opinions.

Part I located in each of the district tables deals with commercial drivers' opinions on various aspects of FDOT construction zones. 90% of commercial drivers have traveled through an FDOT construction zone in the last 12 months (question IA).

The districts tend to "agree" with three of the questions in Part I: IA, IB and IC. The districts tend to "disagree" with ID, IE and IF. Question IB reads "signs notifying me of the construction allowed me enough time to adjust my speed." Statewide, 69% agree and 20% strongly agree with this statement. A total of 89% that "agree" statewide. 8% disagree and 2% strongly disagree with this statement. Question IC, "construction zones were marked clearly," 70% agree and 20% strongly agree with this statement, while only 8% disagree and 1% strongly disagree. There were no significant differences in the responses across districts for questions IA, IB or IC.

There were significant differences in ID, IE and IF. Question ID reads "construction zones were safe to drive through." Statewide, 59% agree and 10% strongly agree with this statement, while only 26% disagree and 4% strongly disagree. District 7 holds the lowest percent of "agree" responses, 64% (strongly agree,8 + agree,56), which is 25% below the highest percent of "agree" responses which is in district 2 with 89% (strongly agree,12 + agree,57).

Question IE, "construction work did not affect my ability to provide goods and services to my customers," statewide, 8% agree and 55% strongly agree with this statement, and 25% disagree and 4% strongly disagree with this statement. District 6 has the lowest percent of strongly agree and agree responses with 57%, which is 12% below the highest percent of "agree" responses found in district 2 with 69%.

Question IF, "construction projects on state roads are completed in a timely manner," statewide 32% agree and 2% strongly agree with this statement while 43% disagree and 15% strongly disagree. Districts 4 and 7 have the lowest percent of agree and strongly agree responses, 28% and 29% respectively, compared to district 1 with the highest percent, 44%.

Question IG, "I was satisfied with completed FDOT construction projects," statewide 68% agree and 11% strongly agree with this statement and only 14% disagree and 3% strongly disagree. District 6 holds the lowest percent of strongly agree and agree responses, 73%, compared to district 1 with the highest, 86%. That is a 13% difference between district 1 and district 6.

Part II located in each of the district tables for commercial drivers deals with how well a driver is able to see key signing and road markings as well as opinions on safety laws, weight laws and motor carrier offices and regulations. There were no significant differences in IIC, IIE, IIG or IIH.

Question IIC, “current motor carrier safety regulations are adequate,” statewide 69% agree and 8% strongly agree with this statement, and 13% disagree and 2% strongly disagree with this statement. IIE, “visibility of roadway striping and markings are good during the day,” statewide 78% agree and 12% strongly agree with this statement, and 9% disagree and 1% strongly disagree. IIG, “spacing of exit and crossroad signs allow enough time for travel decisions,” statewide 74% agree and 9% strongly agree with this statement, and 14% disagree and 2% strongly disagree. IIH, “I am satisfied with the overall visibility of road signs,” statewide 79% agree and 10% strongly agree with this statement, and 9% disagree and 1% strongly disagree.

There are significant differences for IIA, IIB, IID and IIF. Question IIA, “safety laws are well enforced by the Florida Department of Transportation,” shows district 7 with 70% that agree or strongly agree compared to district 6 with 78% that agree or strongly agree, a strong difference of 8% between the two districts.

Question IIB, “weight laws are well enforced by the Florida Department of Transportation,” statewide 58% agree and 13% strongly agree with this statement, and 11% disagree and 2% strongly disagree. District 7 has the lowest percent of agree and strongly agree responses, 65%, which is 11% below the highest percent of agree and strongly agree responses which is found in district 1 with 76%.

Question IID, “motor carrier officers are courteous when taking enforcement action,” statewide 57% agree and 7% strongly agree with this statement, and 13% disagree and 3% strongly disagree. There is a 12% difference between District 1 and Districts 2 and 4. District 1 has the highest percent of agree and strongly agree responses, 70% compared to Districts 2 and 4 with the lowest percent of agree and strongly agree responses, 59%, which is a 11% difference between district 1 and districts 2 and 4.

Question IIF, “visibility of roadway striping and markings are good at night,” statewide 62% agree and 8% strongly agree with this statement, and 24% disagree and 3% strongly disagree. Note the 9% difference for the agree and strongly agree responses between Districts 1 and 6 with 74% and 75% respectively, and Districts 5 and 7, 65% and 68% respectively.

In general, all districts tend to agree that road signs are visible day and night, roadway striping are visible day and night and the motor carrier office regulations and staff enforce laws well and are courteous when taking enforcement action.

Part III located in each of the district tables deals with travel on the state highway system. Question IIID, “posted speed limits on the state highway system are reasonable,” statewide 78% agree and 9% strongly agree with this statement, and 11% disagree and 2% strongly disagree. There are no significant differences across districts for IIID.

There are significant differences for IIIA, IIIB, IIIC and IIIE. Question IIIA, “I am satisfied with the amount of time it takes to travel within local cities or towns,” statewide 49% agree and 3% strongly agree with this statement, and 35% disagree and 9% strongly disagree. There is a 22% difference between district 6, 37% agree and strongly agree responses, and District 1, 2 and 3, between 58% and 59% agree and strongly agree responses.

Question IIIB, “I am satisfied with the amount of time it takes to travel between local cities or towns,” statewide 63% agree and 5% strongly agree with this statement and 25% disagree and 5% strongly disagree. District 6 has the lowest percent of agree and strongly agree responses with 47%, and Districts 1 and 2 have the highest percent of agree and strongly agree responses with 80% and 81% respectively.

Question IIIC, “the overall level of traffic congestion on the state highway system is acceptable,” statewide 41% agree and 2% strongly agree with this statement, and 41% disagree and 13% strongly disagree. District 3 has the highest percent of agree and strongly agree responses with 57% while Districts 4 and 6 have the lowest percent of agree and strongly agree responses with 35% and 33% respectively.

Question IIIE, “most vehicles remain within the speed limit on the state highway system,” statewide 24% agree and 2% strongly agree with this statement, and 52% disagree and 20% strongly disagree. District 4 has the lowest percent of agree and strongly agree responses, 21%, and district 6 has the highest percent of agree and strongly agree responses, 34%.

In general, the districts tend to agree with IIIA, IIIB, and IIID, and they disagree with IIIE and IIIC.

Part IV located in each of the district tables deals with commercial drivers overall satisfaction with different aspects of the state highway system. Statewide, 74% are satisfied and 8% are very satisfied with the overall safety on state roads. Question IVB, “overall smoothness of the roads in the state transportation system,” statewide 62% are satisfied and 7% are very satisfied with this statement. Note the 21% difference between district 3 and 6. District 3 has the lowest percent of satisfied and very satisfied responses with 56%, and district 6 has the highest percent of satisfied and very satisfied responses with 77%. Question IVC, “I am satisfied with the overall transportation system provided by FDOT,” statewide 72% are satisfied and 7% are very satisfied. There are no significant differences for IVA or IVC.

**Florida Department of Transportation Survey**

**Methods Report**

**Florida Residents**

**Bureau of Economic and Business Research**

**Survey Program**

**College of Business Administration**

**University of Florida**

**Florida Department of Transportation Survey**

**Methods Report  
Florida Residents**

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**January 2001**

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## **Introduction**

The Florida Department of Transportation (DOT) contracted with the Bureau of Economic and Business Research (BEBR) at the University of Florida to conduct a customer satisfaction survey of residential driver satisfaction with the Florida State Highway System. This survey was intended to provide an objective evaluation of residential Florida Highway users, focusing on seven geographic areas. Another survey of commercial drivers was conducted simultaneously, which allows for comparison and aggregate evaluation of satisfaction with the Florida State Highway System.

## **Overview of Survey Method**

The survey used for this study was created by the Florida Department of Transportation, using information collected from a series of focus groups and individual interviews to determine the needs and expectations of FDOT customers. The survey instrument, submitted by FDOT, was programmed and evaluated by BEBR programmers and supervisors. The survey instrument was translated into Spanish by BEBR staff with backgrounds in a number of different Spanish-speaking countries, including Cuba, Puerto Rico, Spain, Nicaragua, and Venezuela. The final Spanish instrument was considered to be mutually intelligible to speakers of each dialect.

Sample for residential drivers was generated using a database program from Marketing System's Group GENYSYS. This database consists of telephone banks (area code + prefix + first two digits of the suffix) that have at least two residential units when checked against white page listings. Random Digit Dial (RDD) methods ensure that a random selection of respondents is contacted, including those with unlisted numbers. Participants were drawn from each of the seven districts identified by the FDOT (see table 1 in Appendix to identify counties in each district). Respondents represented all 67 Florida counties.

Data collection began on September 21, 2000 and ended October 23, 2000. Overall, a total of 1752 surveys were completed.

## **Sample Design**

FDOT requested that a total of 250 surveys be conducted for each district, for a total of 1750 completed surveys of residential drivers. This was intended to yield a margin of error no more than 6 percent per district and 2.3 percent statewide. The actual margin of error will be different for each question and will depend on the distribution of responses for that question. The margins of error above are maximums. Margins of error for individual questions will probably be lower.

Using Random Digit Dial methods from GENYSYS, a total of 9,800 numbers were generated. Anywhere between 1,225 and 1,682 numbers were assigned for each of the 7 districts, depending upon the response rates within each district. The district map was established by the Florida Department of Transportation. The counties found in the 7 districts are listed in table 1 in the Appendix.

## **Disposition of calls**

As with all surveys, the outcome of a telephone call can vary. For this survey the maximum number of calls for each telephone number was 10 and refusals were called back twice in most cases. Table 4 in Appendix shows the disposition of all telephone calls by district. Table 2 shows total completes by district. Response rates as sanctioned by the American Association for Public Opinion Research (AAPOR) are presented in Table 4. Please reference the AAPOR website ([www.aapor.org](http://www.aapor.org)) for a complete description of all response rate calculations to decide which response rate best satisfies the DOT needs. The AAPOR response rates tend to be very conservative and therefore lower than those often reported by survey organizations.

Completed cases are those where the respondent answered all of the questions (this includes responses of “Don’t Know” or “Not Available” for individual questions). Refused cases are those where the informant or the respondent refused to participate. Almost none of the refusals occurred on the introduction screen. The majority of respondents listened to the introduction and continued to answer the next 2 screening questions. It was at this point the majority of refusals took place. Respondents refused

to participate when we asked to speak with the selected respondent (adults age 18 and over with a Florida driver's license).

Most of the ineligible cases were those where the person contacted did not have a Florida driver's license or the contact was not 18 years old or older. Ineligible cases are those cases where the contact number was disconnected, businesses, fax machine/data lines, language unable, and cell phones.

Although cases could have been called a maximum of 10 times, some cases persistently resulted in "Potential Eligible" surveys where callbacks were arranged but never completed. In many cases nobody ever answered the telephone. These were cases coded as no answer, busy, and answering machine.

### **Survey staff and training**

The BEBR Survey Program relies primarily on UF students as interviewers and shift supervisors. The majority of these are undergraduate students, although some graduate students and non-students interview as well. Of our total staff, 107 to 135 different interviewers, 15 supervisors, and 2 programmers worked on the residential FDOT survey.

When hiring, preference is given to interviewers who have previous experience with telephone surveying or telemarketing and who have some computer experience, given the CATI system. Initial training took approximately two hours and is conducted by one of the two training supervisors. The training process involves practice surveying and role-playing. The practice survey is intended to introduce new employees to common problems and to help them anticipate strategies for dealing with difficult respondents. This training also served as a forum for them to master basic interactions with the survey software. The role-playing exercise is repeated until the trainer is confident that the new employee will be able to conduct surveys with minimal errors.

After initial training, new interviewers are heavily monitored for the first two weeks of interviewing. All interviewers have gained experience training on the BEBR monthly survey before administering the FDOT residential survey. Each interviewing station is provided with a tip sheet on the residential FDOT survey that supplies necessary information about the survey and respondent selection

(refer to table 3 in appendix). Each interviewer is tested on general knowledge of the survey before working on the FDOT residential survey.

## **Methods of quality control**

Data quality control is imperative in a telephone survey lab. The BEBR Survey Program uses three methods for isolating interviewers whose data are of questionable quality.

1. Telephone calls are randomly monitored by supervisors by tapping into calls. While sitting in an office adjacent to the survey lab, supervisors used a phone system that allowed them to listen to the phone conversations of all interviewers while they conducted the surveys. Interviewers were unable to detect when they were being monitored. Supervisors monitored interviewers randomly, with the exception of new employees and those whose performance warranted extra supervision. This method is excellent for detecting interviewers who rush respondents, take shortcuts in probing, or those who complete interviews that respondents terminate early. The latter is the most difficult to detect because the call actually takes place and some of the data is, in fact, legitimate.
2. A random set of cases were called back by supervisors each night, and several key variables were verified. This method targeted cases where the interviewer never talked to the respondent or where the respondent refused to finish the survey.
3. Each day a set of programs filtered cases that were exceptionally short. It does not pay for interviewers to take a long time to fabricate a case given the opportunity costs of doing a legitimate survey and the increase probability of being monitored while fabricating an interview. Thus the programs filtered out cases where interviews took 5 minutes or less. All cases of 5 minutes or less were called back by supervisors to verify that the survey was completed.
4. The survey lab has different groups of interviewers to work on Spanish cases and refusal cases in addition to the regular interviewers.

# APPENDIX

## TABLE 1

### DISTRICT 1:

CHARLOTTE	HARDEE	MANATEE
COLLIER	HENDRY	OCKEECHOBEE
DE SOTO	HIGHLANDS	POLK
GLADES	LEE	SARASOTA

### DISTRICT 2:

ALACHUA	DUVAL	NASSAU
BAKER	GILCHRIST	PUTNAM
BRADFORD	HAMILTON	ST. JOHNS
CLAY	LAFAYETTE	SUWANNEE
COLUMBIA	LEVY	TAYLOR
DIXIE	MADISON	UNION

### DISTRICT 3:

BAY	HOLMES	SANTA ROSA
CALHOUN	JACKSON	WAKULLA
ESCAMBIA	JEFFERSON	WALTON
FRANKLIN	LEON	WASHINGTON
GADSDEN	LIBERTY	
GULF	OKALOOSA	

### DISTRICT 4:

BROWARD  
INDIAN RIVER  
MARTIN  
PALM BEACH  
ST. LUCIE

### DISTRICT 5:

BREVARD	ORANGE	VOLUSIA
FLAGLER	OSCEOLA	
LAKE	SEMINOLE	
MARION	SUMTER	

### DISTRICT 6:

DADE  
MONROE

### DISTRICT 7:

CITRUS  
HERNANDO  
HILLSBOROUGH  
PASCO  
PINELLAS

**TABLE 2**

DISTRICT 1 TOTAL COMPLETES:	212
DISTRICT 2 TOTAL COMPLETES:	254
DISTRICT 3 TOTAL COMPLETES:	267
DISTRICT 4 TOTAL COMPLETES:	277
DISTRICT 5 TOTAL COMPLETES:	236
DISTRICT 6 TOTAL COMPLETES:	256
DISTRICT 7 TOTAL COMPLETES:	250

NOTE: We were unable to include the completes where respondents refused to identify their county.

## TABLE 3

### DOT-PUB INTERVIEWER TIP SHEET

#### Who we are:

We are calling from the University of Florida on behalf of the Department of Transportation.

#### Why we are calling:

We are doing a survey to assess satisfaction with the Florida state highway system from a resident's point of view.

#### What we want:

There are 4 sets of questions we will be asking:

- How visible/useful are key signs and road markings
- Driving in construction zones
- Satisfaction with local highway systems
- Satisfaction with public transportation

#### NOTES:

- We need to speak with respondents that are over the age of 18 AND have a FL D.L.
- Their phone number was selected at random. We use what we call "random-digit-dialing." The computer randomly places 7 digits behind a 3 digit area code.

#### REBUTTALS:

- It is a fairly short survey, about 7-9 minutes.
- It will help the Department of Transportation locate key areas of the highway system that need improvement.
- The results will help assess Florida resident satisfaction with the state highway system.

# Table 4

AAPOR Final Disp  
Report:DOT\_PUB

12/30/0/ 12:00 AM

Code	Disposition	Total Unknown if other	0
1100	Complete	1753	<b>Complete Interview 1753</b>
1200	Partial Complete	103	<b>Results: 103</b>
2110	Strong Refusal	308	<b>(Estimated = 0.00)</b>
2120	Soft Refusal	480	<b>Response Rate 1: =&gt; 0.36</b>
2210	Resp Never Available	130	<b>Response Rate 2: =&gt; 0.38</b>
2221	Ans Machine, No Message	86	<b>Response Rate 3: =&gt; 0.49</b>
2222	Ans Machine, Message	417	<b>Response Rate 4: =&gt; 0.52</b>
2310	Dead	3	<b>Response Rate 5: =&gt; 0.49</b>
2320	Phys/Mentally Unable	35	<b>Response Rate 6: =&gt; 0.52</b>
2330	Language Unable	155	<b>Cooperation Rate 1: =&gt; 0.60</b>
2331	Spanish Case	0	<b>Cooperation Rate 2: =&gt; 0.64</b>
2340	Misc Unable	84	<b>Cooperation Rate 3: =&gt; 0.66</b>
3120	Busy	102	<b>Cooperation Rate 4: =&gt; 0.70</b>
3130	No Answer	972	<b>Refusal Rate 1: =&gt; 0.16</b>
3140	Ans Mach (Don't Know if Household)	12	<b>Refusal Rate 2: =&gt; 0.22</b>
3150	Technical Phone Problems	203	<b>Refusal Rate 3: =&gt; 0.22</b>
3151	Temporary Phone Problems	0	<b>Contact Rate 1: =&gt; 0.60</b>
4200	Fax/Data Line	0	<b>Contact Rate 2: =&gt; 0.82</b>
4310	Non-working Number	473	<b>Contact Rate 3: =&gt; 0.82</b>
4320	Disconnected Number	1405	
4410	Number Changed	209	
4420	Cell Phone	25	
4430	Call Forwarding	7	
4510	Business/Government/Other Org	948	
4511	business complete	0	
4512	business ineligible	0	
4520	Institution	3	
4530	Group Quarters	2	
4700	No Eligible Respondent	321	
4800	Quota Filled	0	
5100	Callback, Resp Not Selected	0	
5200	Callback, Respondent Selected	0	

<sup>1</sup> Total completes in Table 4 may not match total completes in other areas of the report due to inconsistent reporting between sample management software and data collection software.

# District 1

## Florida Department of Transportation Satisfaction Survey for Florida Residents

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates or highways with U.S. numbers or S.R. numbers.

.....

*Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question. Row percentages generally total 100.<sup>1</sup> Each cell represents the percentage of respondents in each response category for each question. Columns represent the percentage of respondents that named a response category for an entire question set. Columns may be used to gain an overall assessment of how respondents viewed each section, by response category.*

### **PART I**

Questions below deal with **how well a driver is able to see key signing and road markings**. Please indicate how well the following items assist you when traveling on the State Highway System near your area:

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. Spacing of exits and crossroad signs allow me enough time for travel decisions.	13	81	5	0	0
B. Overall, road signs are visible.	16	76	8	0	0
C. During the day, the visibility of roadway striping and markings is good.	16	74	9	0	1
D. At night, the visibility of roadway striping and markings is good.	11	57	24	4	4
E. Road signs are clearly readable.	12	81	7	0	1

<sup>1</sup> Due to rounding, sometimes the percentages do not total to 100.

### **PART II**

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

- A. Have you traveled through a FDOT construction project in the last 12 months?      Yes **85**      No **15**

If you answered no to II-A, please skip to Part III. If you answered yes to question II-A, please proceed to question II-B.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>B.</b> When FDOT construction projects were initiated in my area, I was notified through various media (newspaper,radio,tv,fliers, etc.).	7	49	33	5	6
<b>C.</b> When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	15	66	16	3	0
<b>D.</b> Construction zones were clearly marked.	13	74	12	1	0
<b>E.</b> Construction zones were safe to travel through.	5	65	26	4	0
<b>F.</b> While road construction was in progress, I was easily able to access local businesses.	2	45	41	8	3
<b>G.</b> Construction projects on state roads were completed in a timely manner.	2	31	49	12	5
<b>H.</b> I was satisfied with the results of completed FDOT projects.	12	75	11	1	2

### **PART III**

The following questions relate to travel on the State Highway System in your area. Please indicate your level of agreement with the following statements.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>A.</b> I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	9	66	22	2	1
<b>B.</b> I am satisfied with the amount of time it takes to travel <b>between</b> cities or towns	6	75	19	1	0
<b>C.</b> The overall level of traffic congestion on the State Highway System is acceptable.	3	55	34	7	0
<b>D.</b> Posted speed limits on the State Highway System are reasonable.	9	75	15	1	0
<b>E.</b> Most vehicles remain within the speed limits on the State Highway System.	2	20	56	21	0
<b>F.</b> Roadsides on the State Highway System are attractive.	4	70	21	1	4
<b>G.</b> Roadsides on the State Highway System are kept free of litter.	6	73	18	2	1

**PART IV**

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Initially we would like to know:

- A. Have you used public transportation in the in the last 6 months?

Yes 3

No 97

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
B. Public transportation in my area meets my needs.	0	71	29	0	0
C. I would use public transportation if it were more convenient.	0	57	29	0	14

**PART V**

Please rate your overall satisfaction with these aspects of the State Highway System.

Item	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall safety on state roads.	11	74	12	1	1
B. Sidewalks on state roads.	4	42	28	4	22
C. Bicycle facilities on state roads.	3	31	37	8	21
D. Overall smoothness of the roads in the State Highway System.	6	70	22	1	1
E. The overall transportation system provided by FDOT.	3	73	12	0	12

**PART VI**

To help us ensure that we are reaching all segments of Florida's diverse population, please tell us a little bit about yourself.

- A. How many years have you been driving in Florida?

Less than a year to 5 years	20.95
6 to 10 years	14.51
11 to 15 years	13.92
16 to 20 years	14.51
21 to 25 years	9.76
26 to 30 years	10.41
31 to 35 years	4.55
36 to 40 years	4.81
More than 40 years	6.57

B. In which county do you drive the most? \_\_\_\_\_

1,ALACHUA	2.99
2,BAKER	0.19
3,BAY	2.60
4,BRADFORD	0.13
5,BREVARD	3.12
6,BROWARD	7.92
7,CALHOUN	0.19
9,CITRUS	0.65
10,CLAY	0.78
12,COLUMBIA	0.52
13,DADE	15.71
15,DIXIE	0.06
16,DUVAL	8.38
17,ESCAMBIA	3.83
18,FLAGLER	0.13
19,FRANKLIN	0.19
20,GADSDEN	0.39
23,GULF	0.19
27,HERNANDO	0.65
29,HILLSBOROUGH	6.69
30,HOLMES	0.26
31,INDIAN RIVER	0.78
32,JACKSON	0.58
33,JEFFERSON	0.13
35,LAKE	1.36
37,LEON	3.64
38,LEVY	0.39
39,LIBERTY	0.13
40,MADISON	0.13
42,MARION	1.43
43,MARTIN	0.71
44,MONROE	0.91
45,NASSAU	0.45
46,OKALOOSA	2.21
48,ORANGE	5.45
49,OSCEOLA	0.71
50,PALM BEACH	5.71
51,PASCO	2.27
52,PINELLAS	5.97
54,PUTNAM	0.58

55, ST. JOHNS	1.04
56, ST. LUCIE	2.86
57, SANTA ROSA	1.82
59, SEMINOLE	0.84
60, SUMTER	0.13
61, SUWANNEE	0.52
62, TAYLOR	0.32
64, VOLUSIA	2.14
65, WAKULLA	0.06
66, WALTON	0.71
67, WASHINGTON	0.39

C. How do you most often travel in Florida?

- 77 Car
- 6 Van
- 0 Taxi
- 17 Truck/Sport Utility Vehicle
- 0 Motorcycle
- 0 Bus
- 0 Other \_\_\_\_\_  
(please specify)

D. Which of these alternative travel modes, if any, have you used in the last 12 months?

- 12 Carpool
- 1 Vanpool
- 13 Walk
- 3 City Bus
- 13 Bicycle
- 70 None/Don't  
Know/Refused

E. Please indicate whether you are male or female.

- 44 Male
- 56 Female
- 0 Prefer not to answer

F. Please check the box that best describes your age.

- 0 18-24
- 7 25-34
- 13 35-44
- 21 45-54
- 19 55-64
- 15 65 or older
- 25 Prefer not to answer

G. With which racial or ethnic group do you best identify?

- 80 White
- 4 African American, Jamaican, or other Caribbean Islanders
- 11 Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture
- 1 Asian & Asian American, Pakistanis, Indian, and Pacific Islanders
- 0 American Indian or Alaskan
- 2 Other
- 1 Prefer not to answer

.....  
*We welcome any comments regarding our services. Residential driver comments for District 1:*

- I think the transportation department should improve the conditions of farm vehicles and other irregular vehicles. They can become very dangerous. There should be more controls established to make it more...
- Slow down the cars and wild drivers.
- We should have alternate transportation. Like a train system and a better bus service.
- When approaching construction the flagmen are careless or there are none.
- Thinks that they are doing as well as they can because the roads are too congested and she doesn't see them doing anything to improve it. Polk Parkway was not necessary and that money should have been put...
- Overall she thinks they do an excellent job.
- SR 80 and others are not lighted very well at night (and SR 82).
- In the Rosemont area between North John Young and Pine Hills, there is no good public transportation.
- I think Highway 27 has entirely too many stoplights.
- My area has almost no media coverage--anything to do with the highways gets no coverage. 27 has no safe sidewalks or walkways, ways to cross. They don't keep up the roads. I've lived in Highlands for over 20...
- The highway 41 construction in Fort Myers took way too long. The congestion is really bad during the tourist systems. She likes the median improvements on Daniel's near the Ft. Myers airport.

- ❑ Highway 41 throughout Naples and Collier County needs major repair
- ❑ Need to better indicate sooner which lane is turning right and left
- ❑ Clean the roadside debris. There is too much litter on the roadsides.
- ❑ FDOT doesn't take enough time to survey the needs of the community overall - get community input before spending millions of dollars on things that will need to be fixed years later - talk with people - as...
- ❑ With the great influx of people that we have had in the past 15 years, I think they have done a remarkable job.
- ❑ The police have no breathalyzers for the highway patrol in the police cars. My husband was hit by a drunk driver. The police had no breathalyzers, and even though they could smell alcohol, they did not wa...
- ❑ They are doing a good job; the only concern is the time it takes to complete projects (ex. SR 951).
- ❑ (note) over all I think a good job is done. The only concern is that the projects are not completed on time (ex. SR 951)
- ❑ When we see construction it seems to take a long time. They will lay a pipe and relay it, then rip it back out. They seem to waste a lot of time. Especially in our area.
- ❑ Take too long to finish any road project on I-4 and the detours can be confusing and get you lost
- ❑ We are very happy that we have good highways. We are satisfied with the overall transportation.
- ❑ Need more highway patrol men.
- ❑ I would like to see every interstate exit prohibit(?)
- ❑ There should be some more controls over the pickup trucks that are elevated with the big tires - they are very aggressive and they are decapitators in accidents
- ❑ Florida could stand a lot more public transportation, especially for senior citizens. They need to offer an incentive to seniors once they reach a certain age for turning in their licenses like a voucher f...
- ❑ They take too long for construction - in US 27 they have been working on the same spot for 3 years. At least they should have moved down the road and shown some progress, but nothing...
- ❑ The construction needs to be done when it is not tourist season to relieve congestion.
- ❑ Seems like there is construction going on for two years... It seems like it takes forever.
- ❑ Way too much traffic for roadways.
- ❑ Our city is congested (Collier) in the winter months, especially...
- ❑ Needs a little more, inner city rails, between Miami and Orlando
- ❑ Delighted that a lot of roads are being fixed right now, it has been needed.

- ❑ Some of the roads need to be resurfaced - especially highway 301 through Manatee county and a lot of 41. It actually starts with 19 off of the skyway - those highways are breaking up - they have been for y...
- ❑ Overall, before improvement begins congestion has to be very bad...it isn't forward looking enough. In St. Augustine, A1A is very confusing (the old SR 3).
- ❑ In the near future, they will need to put them together better, and make them larger - with population growth, roads will not be satisfactory.
- ❑ On I-4 at Cathleen Rd going to Plant City.. That ramp is really short and it is hard to get on to the interstate and no one ever moves.
- ❑ They don't clean up very good when they do the construction
- ❑ More roads besides 75 and 41, too congested
- ❑ South 41 from Naples to 951 is congested but I know it is scheduled for a lane add. Bridge decks are very rough especially those on I75 and I95.
- ❑ They can trim the bushes on the side of the road so we can see a little better.
- ❑ He feels like a very good job is done for the volume of automobiles on the road.
- ❑ They are improving, I would to see more reflective things on the road and more striping going on to highlight things. During rain, the reflectors help out a lot and stripes become hard to see.
- ❑ Widen the I-75
- ❑ Raise speed limit in areas where there is not much traffic
- ❑ Hasn't kept up with the population expansion in Collier County
- ❑ They more handicapped ramps.

# District 2

## Florida Department of Transportation Satisfaction Survey for Florida Residents

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates or highways with U.S. numbers or S.R. numbers.

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**Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question. Row percentages generally total 100.<sup>1</sup> Each cell represents the percentage of respondents in each response category for each question. Columns represent the percentage of respondents that named a response category for an entire question set. Columns may be used to gain an overall assessment of how respondents viewed each section, by response category.**

### PART I

Questions below deal with **how well a driver is able to see key signing and road markings**. Please indicate how well the following items assist you when traveling on the State Highway System near your area:

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. Spacing of exits and crossroad signs allow me enough time for travel decisions.	14	74	9	3	1
B. Overall, road signs are visible.	14	78	7	1	0
C. During the day, the visibility of roadway striping and markings is good.	16	75	9	0	0
D. At night, the visibility of roadway striping and markings is good.	6	59	25	5	5
E. Road signs are clearly readable.	13	79	7	1	0

<sup>1</sup> Due to rounding, sometimes the percentages do not total to 100.

### PART II

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

- A. Have you traveled through a FDOT construction project in the last 12 months?      Yes **86**      No **14**

If you answered no to II-A, please skip to Part III. If you answered yes to question II-A, please proceed to question II-B.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>B.</b> When FDOT construction projects were initiated in my area, I was notified through various media(newspaper,radio,tv,fliers,etc.).	8	46	30	13	3
<b>C.</b> When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	18	70	10	2	0
<b>D.</b> Construction zones were clearly marked.	16	76	7	1	0
<b>E.</b> Construction zones were safe to travel through.	8	62	26	4	0
<b>F.</b> When road construction was in progress, I was easily able to access local businesses.	3	49	36	8	3
<b>G.</b> Construction projects on state roads were completed in a timely manner.	2	35	41	17	5
<b>H.</b> I was satisfied with the results of completed FDOT projects.	10	73	9	4	4

### **PART III**

The following questions relate to travel on the State Highway System in your area. Please indicate your level of agreement with the following statements.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>A.</b> I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	5	53	29	12	1
<b>B.</b> I am satisfied the amount of time it takes to travel <b>between</b> cities or towns	8	69	15	5	2
<b>C.</b> The overall level of traffic congestion on the State Highway System is acceptable.	2	48	38	11	1
<b>D.</b> Posted speed limits on the State Highway System are reasonable.	7	76	13	3	1
<b>E.</b> Most vehicles remain within the speed limits on the State Highway System.	0	21	50	27	2
<b>F.</b> Roadsides on the State Highway System are attractive.	3	68	23	2	4
<b>G.</b> Roadsides on the State Highway System are kept free of litter.	4	70	19	3	4

**PART IV**

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Initially we would like to know:

A. Have you used public transportation in the in the last 6 months?

Yes **12** No **88**

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
B. Public transportation in my area meets my needs.	14	45	28	10	3
C. I would use public transportation if it were more convenient.	32	64	4	0	0

**PART V**

Please rate your overall satisfaction with these aspects of the State Highway System.

Item	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall safety on state roads.	10	72	13	2	3
B. Sidewalks on state roads.	5	51	20	5	19
C. Bicycle facilities on state roads.	5	37	31	8	18
D. Overall smoothness of the roads in the State Highway System.	5	61	24	9	2
E. The overall transportation system provided by FDOT.	4	69	11	2	14

**PART VI**

To help us ensure that we are reaching all segments of Florida's diverse population, please tell us a little bit about yourself.

A. How many years have you been driving in Florida? \_\_\_\_\_

Less than a year to 5 years	16.73
6 to 10 years	13.95
11 to 15 years	12.35
16 to 20 years	9.96
21 to 25 years	9.96
26 to 30 years	12.75
31 to 35 years	7.19
36 to 40 years	6.37
More than 40 years	10.78

B. In which county do you drive the most? \_\_\_\_\_

1,ALACHUA	18.11
2,BAKER	1.18
4,BRADFORD	0.79
10,CLAY	4.72
12,COLUMBIA	3.15
15,DIXIE	0.39
16,DUVAL	50.79
38,LEVY	2.36
40,MADISON	0.79
45,NASSAU	2.76
54,PUTNAM	3.54
55,ST.JOHNS	6.30
61,SUWANNEE	3.15
62,TAYLOR	1.97

C. How do you most often travel in Florida?

- 74 Car
- 7 Van
- 0 Taxi
- 18 Truck/Sport Utility Vehicle
- 0 Motorcycle
- 0 Bus
- 1 Other (please specify)

D. Which of these alternative travel modes, if any, have you used in the last 12 months?

- 11 Carpool
- 2 Vanpool
- 16 Walk
- 10 City Bus
- 13 Bicycle
- 69 None/Don't Know/Refused

E. Please indicate whether you are male or female.

- 47 Male
- 53 Female
- 0 Prefer not to answer

F. Please check the box that best describes your age.

- 1 18-24
- 11 25-34
- 19 35-44
- 24 45-54
- 20 55-64
- 12 65 or older
- 13 Prefer not to answer

G. With which racial or ethnic group do you best identify?

- 74 White
- 13 African American, Jamaican, or other Caribbean Islanders
- 6 Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture
- 2 Asian & Asian American, Pakistanis, Indian, and Pacific Islanders
- 2 American Indian or Alaskan
- 2 Other
- 1 Prefer not to answer

.....  
*We welcome any comments regarding our services. Residential driver comments for District 2:*

- They wait too long to fix it. So when they fix the roads it takes too long
- The lighting on the expressway needs enhancement. It is too poor. This probably results in a higher level of accidents. This applies to I 95(north and south) and I 4. It is a dangerous environment.
- Wish roads were wider and that they had better public access to public transportation in Clay county
- Slow down the people on the highway. More visibility of the highway patrol on the roads.
- Need to develop a better planning system
- Hurry up and open 9-A
- They seem to be doing alright.
- Driver license... Minimum age should be increased to 18.
- Need to improve Highway 87, and the congestion on 98 is really bad - there are wrecks and deaths there frequently.
- Transportation to sporting events....bus to Jaguars games...overcharge too expensive
- Construction zones: sometimes you signs for construction on roads but there are none for about 5 -6 miles after signs.
- She is grateful that they put a light on 318/441. Too many people have been killed there. There is no respect on I-75 because of college students.

- Maybe they could complete what they are working on a little faster, and have it not be outdated when they finish it.
- Clean up litter before chopping up with mower.
- Could be improved.
- The transit system in Jacksonville is limited to 9 to 5p.m workers. And also the state roads under consideration in this survey does not do the survey any justice. Because I-10 and I-95 are much more trave...
- Need to come up with better systems on these roads, and they need to do better on the intersections. Some of them are very confusing.
- Need better system of travel in city and between cities with out having to drive 10 blocks or more out of the way as far as speed is concerned the truck drivers are the ones that take advantage of the limi...
- I'm a land surveyor. I think Gainesville is over populated. Roads need to be widened with more lanes. With the RTA buses it's just crap as far as traffic.
- Bus system in Gainesville needs a lot of improvement. The buses are always full in the area of student complexes. They need to add more buses. We always get passed by.
- Need better transportation services on buses, more frequent and in more areas, run longer for people that work late, and bus service on the weekends and more frequently at this time also.
- More traffic lights close to the schools.....it's not enough to have cops directing traffic. It's very dangerous to ride bikes around because of the traffic, I wouldn't let my children ride bikes around...
- It would be good if there were more public transportation, even in the rural areas.
- Repave Highway 21 or fix it decently, all the way through Orange Park. It's not that old but it's in lousy shape, due to all the sand trucks that drive over it.
- I do not want any narrowing of University Ave. and Newberry Rd.
- It takes ten people to do one job, and a lot of standing around.
- Need to work on South East side of Gainesville.
- On 90 going west, going north there is a lane that is heading towards the interstate .it does not give info that shows that is going to interstate. #rd lane completely breaks off and goes towards intersta...
- Sometimes on road construction the repainted road markings is confused and poorly done. Elderly people may have a hard time with this. Nobody follows the speed limits, and young people are a chief cause of...
- Would like to see a four-lane highway through the city of Milton, FL.
- More convenient public transportation and bicycle access.
- Barriers that were put up for 2 miles are bad.
- Racial questions should not be asked in this survey. Please don't do this over phone, rather in the mail or via e-mail.

- I'm not pleased with them changing their plans on projects, they put pressure on the people. They get trapped into having to build a three lane, traffic is more congested by the day. Should have more for...
- I wish they would coordinate more with each other and their different projects. Left turns have two lanes and one goes nowhere.
- On US-1, the 9-A extension, she is waiting for when it is going to be open, checking the news, and doesn't understand why it isn't open yet.
- Give us free gas!!!!
- Jacksonville needs wider roads.
- Off of hwy 4 and 87, we live and the road is well traveled and is completely destroyed. It needs to be paved. There is even coldwater recreation area where 1000's of horse people travel on this road. Sch...
- They need to make a lot of improvements in Middleburg. They need bike trails, more sidewalks, more paved roads.
- Bike lanes should not be on roads - they don't belong there, it's dangerous to the cyclist, there should be a separate bicycle path. The bike lane gets used for litter, and bikes have to swerve out in traf...
- I think that it needs a bit of improvement especially the highway patrol and law enforcement on the highways.
- Wondering why they are doing a good job on Southbound and Eastbound sides of secondary roads and doing a poor job on the Northbound sides. The routes that are going out of FL aren't as well maintained as t...
- They need two exits on most roads instead of one.
- Roads are in good shape.
- I have a grant from the city of Jacksonville to be able to do research on whether flex time employment will reduce congestion on the roads and the FDOT provided me with a lot of the information that I need.
- Hope that the better Jackson plan improves Jacksonville all around
- The sign on the state highway are inappropriately put on ,and some people can't see them, he noticed.
- Can be improved
- Jacksonville rail system must be more accessible to other people. Nobody lives where it is located.
- Thinks we waste a lot of taxpayer money, politicians' roads are nice, with bicycle lanes and whatnot, while most people end up with inadequate transportation systems. Not just politicians, but large subdiv...
- (note) R Key needs shoulders, as well as several other rural.
- Brother just got in a wreck, it was foggy and he couldn't see any flashing lights in a construction zone and flipped his truck twice - can't see signs early in the morning around 3:30 - constantly under co...
- Build a bridge between Timuquana to Jay Turner Butler Blvd

- Quit giving the contracts to the same people.
- No comments not really.
- They don't do a good job cleaning.
- She has heard that a lot of people have had problems with the transportation.
- They are very slow with construction on the north side of town, sometimes a year at time, & they do a poor job when they finish.
- Question the timing of repairs.. Seems like they pick the wrong times to do construction, i.e. Paving University Ave. during football season.
- The construction zones are left up even after the construction is completed. And sometimes they are up when no construction is going on.
- Better the traffic situation.
- They need to work at night on the highway because traffic jams, big time due to construction.
- Just keep up the good work!
- Construction should be done quicker on roads.
- Pretty good in comparison.
- No improvement on the I-10 going downtown. Traffic is worse than it used to be going downtown. Bridge is under construction and it is making traffic unbearable.
- Generally, they don't accurately assess population growth. Therefore they don't suit population needs.
- Think need to develop alternative methods; besides more roads, buses light rails.
- Some of our questions are not in depth enough, she has a lot of opinions, suggests that we send out written surveys so that she can respond.
- When they are closing a lane, people still travel in that lane, and people get backed up and have to wait. \*\*open up I-10 during hurricane evacuation.
- SR 13; area Miramar; and 13; cannot see traffic because of trees; there are many crashes; cannot see the light; need to cut the trees; hurry up.
- When they mess up the roads, they need to smooth it back out.

## District 3

### Florida Department of Transportation Satisfaction Survey for Florida Residents

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates or highways with U.S. numbers or S.R. numbers.

.....  
**Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question. Row percentages generally total 100.<sup>1</sup> Each cell represents the percentage of respondents in each response category for each question. Columns represent the percentage of respondents that named a response category for an entire question set. Columns may be used to gain an overall assessment of how respondents viewed each section, by response category.**

#### PART I

Questions below deal with **how well a driver is able to see key signing and road markings**. Please indicate how well the following items assist you when traveling on the State Highway System near your area:

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. Spacing of exits and crossroad signs allow me enough time for travel decisions.	14	74	9	2	2
B. Overall, road signs are visible.	16	72	11	1	0
C. During the day, the visibility of roadway striping and markings is good.	14	73	13	0	0
D. At night, the visibility of roadway striping and markings is good.	8	54	28	7	3
E. Road signs are clearly readable.	12	73	13	1	1

<sup>1</sup> Due to rounding, sometimes the percentages do not total to 100.

#### PART II

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

- A. Have you traveled through a FDOT construction project in the last 12 months?      Yes **90**      No **10**

If you answered no to II-A, please skip to Part III. If you answered yes to question II-A, please proceed to question II-B.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>B.</b> When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	7	37	38	11	7
<b>C.</b> When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	16	67	14	3	0
<b>D.</b> Construction zones were clearly marked.	17	69	11	2	1
<b>E.</b> Construction zones were safe to travel through.	8	62	24	4	0
<b>F.</b> When road construction was in progress, I was easily able to access local businesses.	5	50	35	8	2
<b>G.</b> Construction projects on state roads were completed in a timely manner.	4	29	42	17	8
<b>H.</b> I was satisfied with the results of completed FDOT projects.	9	74	9	3	5

### **PART III**

The following questions relate to travel on the State Highway System in your area. Please indicate your level of agreement with the following statements.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>A.</b> I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	7	52	30	9	1
<b>B.</b> I am satisfied the amount of time it takes to travel <b>between</b> cities or towns	6	71	18	4	1
<b>C.</b> The overall level of traffic congestion on the State Highway System is acceptable.	4	53	31	11	0
<b>D.</b> Posted speed limits on the State Highway System are reasonable.	9	73	17	2	0
<b>E.</b> Most vehicles remain within the speed limits on the State Highway System.	1	29	46	23	1
<b>F.</b> Roadsides on the State Highway System are attractive.	5	67	21	2	5
<b>G.</b> Roadsides on the State Highway System are kept free of litter.	7	71	17	3	2

**PART IV**

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Initially we would like to know:

- A. Have you used public transportation in the in the last 6 months?

Yes 5

No 95

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
B. Public transportation in my area meets my needs.	7	64	21	7	0
C. I would use public transportation if it were more convenient.	14	79	7	0	0

**PART V**

Please rate your overall satisfaction with these aspects of the State Highway System.

Item	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall safety on state roads.	9	72	13	3	2
B. Sidewalks on state roads.	4	46	27	7	16
C. Bicycle facilities on state roads.	3	33	37	14	12
D. Overall smoothness of the roads in the State Highway System.	4	52	27	14	3
E. The overall transportation system provided by FDOT.	3	71	10	4	12

**PART VI**

To help us ensure that we are reaching all segments of Florida's diverse population, please tell us a little bit about yourself.

- A. How many years have you been driving in Florida? \_\_\_\_\_

Less than a year to 5 years	22.85
6 to 10 years	16.86
11 to 15 years	10.48
16 to 20 years	10.86
21 to 25 years	6.37
26 to 30 years	16.10
31 to 35 years	4.12
36 to 40 years	5.98
More than 40 years	6.33

**B.** In which county do you drive the most? \_\_\_\_\_

3, BAY	14.98
7, CALHOUN	1.12
17, ESCAMBIA	22.10
19, FRANKLIN	1.12
20, GADSDEN	2.25
23, GULF	1.12
30, HOLMES	1.50
32, JACKSON	3.37
33, JEFFERSON	0.75
37, LEON	20.97
39, LIBERTY	0.75
46, OKALOOSA	12.73
57, SANTA ROSA	10.49
65, WAKULLA	0.37
66, WALTON	4.12
67, WASHINGTON	2.25

**C.** How do you most often travel in Florida?

- 73 Car
- 8 Van
- 0 Taxi
- 18 Truck/Sport Utility Vehicle
- 0 Motorcycle
- 0 Bus
- 0 Other (please specify)

**D.** Which of these alternative travel modes, if any, have you used in the last 12 months?

- 16 Carpool
- 3 Vanpool
- 18 Walk
- 4 City Bus
- 12 Bicycle
- 67 None/Don't Know/Refused

**E.** Please indicate whether you are male or female.

- 41 Male
- 59 Female
- 0 Prefer not to answer

F. Please check the box that best describes your age.

- 0 18-24
- 13 25-34
- 18 35-44
- 21 45-54
- 21 55-64
- 16 65 or older
- 11 Prefer not to answer

G. With which racial or ethnic group do you best identify?

- 76 White
- 11 African American, Jamaican, or other Caribbean Islanders
- 9 Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture
- 1 Asian & Asian American, Pakistanis, Indian, and Pacific Islanders
- 0 American Indian or Alaskan
- 2 Other
- 0 Prefer not to answer

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*We welcome any comments regarding our services. Residential driver comments for District 3:*

- He says 75% of people that we are asking these questions to, are not qualified to answer them.
- Good thing to do those surveys and stuff.
- More bike paths along 38, but away from the road. Also, the side of the roads should be stripped.
- State legislature should raise the speed limits on the highways.
- Need more highway patrol and not enough of them to make it safe.
- Need to make a bypass through Crest Field to I-10
- When they did highway 90 they did it at night while there was less traffic and she really liked that.
- Make wider roads and there are no borders on the sides of the state roads
- They are doing the best with what they've got
- Wish they will finish the I-10 project and 98... Tallahassee is very behind
- I think it is ridiculous to have the bicyclist on the road with 2000 pound vehicles. I think they should have bicyclists ride away from the highway. It should be illegal for them to ride on two lane roads.
- Need more expressways

- They change an exit she used everyday without any warning.
- They could do more with giving warnings ahead of time and more signs to alert of construction
- The buses don't run as often as she would like
- I10 east of Pensacola is rough
- (note) I10 roadway east of Pensacola is very rough, other than that you do a good job
- Escambia is always behind. For example hurricane evacuation. They do not look to places like Orlando. They do not think about the increasing population. There is not enough planning ahead. I-10 should ha...
- (note) they will do a road and then a couple of months later they will come and do more work to the road. Why did they just not do it all at once?
- When they tear one place up they should complete that one before moving on instead of tearing up 10/15 at same time.
- They need to start reviewing the taxis more. They do not know how to drive. Need more consideration in the time of the traffic light. A light might be 10 min while the other light will be red for 10 min...
- The problem she has is that they sometimes don't think things through - for example in Pensacola - they should extend 110 up to Mimemile road and put an exit off(9th avenue) - rather than cut down trees an...
- Minimum public transportation system in Panama City
- Radar protector is supposed to alert driver when there is construction, wrecks, etc... And it doesn't go off.. So they must not be using that system.
- Hwy 98 is a major prob. And is way to congested....
- I just think the contractors should finish in a more timely manner
- They need to pave more roads and fix more holes
- Ought to reduce speed limit and add more wild flowers on roadsides, more lighting on interconnected ramps and entrance ramps that line disappears should be eliminated.
- They need to work on night visibility
- Satisfied but the city driving in Tallahassee is bad...27 north needs to be 3 lanes
- Roads are poor. Always wait to summer time to do projects
- The buses should be forced to pull over in a designated area to avoid traffic.
- Overall dissatisfied with the state highway system, with the smoothness it's too rough...it does monetary damage to vehicles
- I am not happy about bumpy roads and congestion
- Compared to neighboring states Florida is good.

- They need to pay attention state roads 159 and 270--they need to be widened and repaved. 2 school buses cannot pass each other. They need to raise the speed limits on 159 (I understand why they lowered it...
- Less congested
- The construction is really slow
- Highway 98 has an awful lot of traffic and needs some relief from where i-110 ends there is a lot of congestion. I-10 from Pensacola to Tallahassee is made of concrete and it is a very bumpy ride.
- The extension of Thomasville Ed , beyond the permit law, it is a horrible thing to do.
- We need bike and running pathways
- I usually don't drive on the roads that were given in the survey
- He feels at least in the Panhandle that they need to consider evacuation roads before they talk about all these other construction sites.
- The interstate especially I-10 is disgraceful, especially on a motorcycle the unevenness, the roughness, huge bump coming in from Alabama, it will almost tear you off the motorcycle, the interstate system...
- I have problems with I 10 outside county line
- Get those two lane roads widened especially US-90
- Contracts get overrun... They keep giving him the contract and nothing gets finished.. And they get sued.
- Highway 98 is very dangerous, we won't buy a home off of highway 98
- I overridingly thought about traveling on the roads out here, almost nobody stops at intersections, and people pull out in front of you and cause accidents.
- Just wish they would speed up the process of the construction sites - way too long doing the construction.
- They should make 417 toll free to take some of the traffic off of I-4.
- I-4 is bad around Orlando because of construction work going on.
- Like to see more 4 lane roads in the Bay County area, i-10, only thing available. Now...
- I'd like to see the highways cleaned up - plant tress, spruce it up. Highways in other areas (Orlando. Etc) are so much prettier. They need more beautification.
- They should take a glance at the big cities to improve their standards of roads and engineering - perhaps a freeway - its an inconvenience when you try to travel somewhere and there is only one way to go.
- They should cover dirt roads with hard surfaces.
- She thinks that they need to put warnings for construction signs farther out and more of them, and at night they need better lighting on construction sites, and safer bicycle paths, and they need more side...

- They need to do something out on SR 12 - the traffic going into Greensboro the traffic is at a standstill. CW Roberts out in Liberty county is causing the trouble. Very mad about this!
- I think most of it is in people observing the signs and the laws, rather than the signs themselves.
- No space for bicycles.
- FDOT needs to speed up the construction projects in a timely manner. Highway 89 and 98 are highly unsafe to travel. FDOT needs to identify these dangerous roads in a quick manner and find a solution to red...
- The smoothness of the roads in Tallahassee where she lives is very bad.
- Highway 20 is really bad now. The people doing the construction are not always there, and the progress is almost nil. Everybody is upset in the region.
- It's good.
- Should be against the law for bikes to be on highways.
- Hwy 71 n of Marianna dangerous hydroplaning situation and paved for smoothness.
- Emphatic that this survey is stupid.
- Orlando seems to be behind the times because it has only one major interstate.
- Finish construction in a more timely manner.
- They need to increase the speed limit on highway 98 between Fort Walton beach and Pensacola, and limit the access to the road.
- Has trouble moving farm equipment over US Hwy 331 North...everyone is trying to get to the beach...had road widened so that's helped, but she wishes that people driving would take caution.
- Get the bicycles off the roads. When plan highways plan for the future might as well do four lane roads instead of two lane. Especially in Sorrento.
- People in prison should clean up roads; rather than eat 3 meals and sleep.
- Midbay bridge is a problem in the area
- There was a bridge where Servanee's and Scenic highway meet, that was under construction for 4 years, university parkway has been under construction for over a year, and there is always construction on dav...
- If they are going to build anything they should make a way for people to still get by because road work caused him to be late to places.
- No one pays any attention to the yield sign. Specifically on major roads like I4 they just fly right into the road. No ones pays attention to them and I have noticed this for years and years. They might as...
- I-10 is rough.....bouncy because of concrete slabs.
- Take time and adjustment to do projects.
- Pay attention to Pan Handle.

- ❑ Intersection of Bridge St. and Highway 77 is extremely congested because of school traffic.
- ❑ When traveling i-10 and I- 75 construction is horrible and has been going on for years.
- ❑ Construction sites are not clear at night and they don't light them up and on I 10 on burgess road overpass it's very bad and they take too long to get construction done...sometimes they don't finish what...
- ❑ With construction, is there any way that the amount of construction can be decreased--it slows traffic/backs up especially during rush hour?
- ❑ They need to fix up more sidewalks.
- ❑ This survey concentrates on roads too much, should be more on trains - we need high speed rail.

# District 4

## Florida Department of Transportation Satisfaction Survey for Florida Residents

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates or highways with U.S. numbers or S.R. numbers.

.....  
**Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question. Row percentages generally total 100.<sup>1</sup> Each cell represents the percentage of respondents in each response category for each question. Columns represent the percentage of respondents that named a response category for an entire question set. Columns may be used to gain an overall assessment of how respondents viewed each section, by response category.**

### PART I

Questions below deal with **how well a driver is able to see key signing and road markings**. Please indicate how well the following items assist you when traveling on the State Highway System near your area:

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. Spacing of exits and crossroad signs allow me enough time for travel decisions.	16	74	8	1	1
B. Overall, road signs are visible.	16	74	8	0	2
C. During the day, the visibility of roadway striping and markings is good.	17	71	10	1	0
D. At night, the visibility of roadway striping and markings is good.	8	59	26	3	4
E. Road signs are clearly readable.	15	75	9	0	0

<sup>1</sup> Due to rounding, sometimes the percentages do not total to 100.

### PART II

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

- A. Have you traveled through a FDOT construction project in the 1st 12 months?      Yes **89**      No **11**

If you answered no to II-A, please skip to Part III. If you answered yes to question II-A, please proceed to question II-B.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>B.</b> When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	8	44	38	8	3
<b>C.</b> When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	15	65	16	3	1
<b>D.</b> Construction zones were clearly marked.	14	72	12	2	0
<b>E.</b> Construction zones were safe to travel through.	6	56	31	7	0
<b>F.</b> When road construction was in progress, I was easily able to access local businesses.	4	32	47	14	4
<b>G.</b> Construction projects on state roads were completed in a timely manner.	4	25	44	20	6
<b>H.</b> I was satisfied with the results of completed FDOT projects.	14	69	9	3	5

### **PART III**

The following questions relate to travel on the State Highway System in your area. Please indicate your level of agreement with the following statements.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>A.</b> I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	5	54	30	9	1
<b>B.</b> I am satisfied the amount of time it takes to travel <b>between</b> cities or towns	7	57	30	4	1
<b>C.</b> The overall level of traffic congestion on the State Highway System is acceptable.	3	38	40	18	1
<b>D.</b> Posted speed limits on the State Highway System are reasonable.	8	75	14	3	0
<b>E.</b> Most vehicles remain within the speed limits on the State Highway System.	1	21	47	31	0
<b>F.</b> Roadsides on the State Highway System are attractive.	4	73	16	2	5
<b>G.</b> Roadsides on the State Highway System are kept free of litter.	8	68	19	4	1

**PART IV**

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Initially we would like to know:

- A. Have you used public transportation in the in the last 6 months? Yes **9** No **91**

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
B. Public transportation in my area meets my needs.	12	52	20	12	4
C. I would use public transportation if it were more convenient.	20	64	0	0	16

**PART V**

Please rate your overall satisfaction with these aspects of the State Highway System.

Item	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall safety on state roads.	7	63	20	5	4
B. Sidewalks on state roads.	5	48	21	4	21
C. Bicycle facilities on state roads.	3	34	34	10	18
D. Overall smoothness of the roads in the State Highway System.	8	71	18	2	1
E. The overall transportation system provided by FDOT.	4	66	13	3	13

**PART VI**

To help us ensure that we are reaching all segments of Florida's diverse population, please tell us a little bit about yourself.

- A. How many years have you been driving in Florida? \_\_\_\_\_

<b>Less than a year to 5 years</b>	<b>22.22</b>
<b>6 to 10 years</b>	<b>14.44</b>
<b>11 to 15 years</b>	<b>16.97</b>
<b>16 to 20 years</b>	<b>16.61</b>
<b>21 to 25 years</b>	<b>11.19</b>
<b>26 to 30 years</b>	<b>7.21</b>
<b>31 to 35 years</b>	<b>4.69</b>
<b>36 to 40 years</b>	<b>3.61</b>
<b>More than 40 years</b>	<b>5.05</b>

**B.** In which county do you drive the most? \_\_\_\_\_

<b>6, BROWARD</b>	<b>44.04</b>
<b>31, INDIAN RIVER</b>	<b>4.33</b>
<b>43, MARTIN</b>	<b>3.97</b>
<b>50, PALM BEACH</b>	<b>31.77</b>
<b>56, ST. LUCIE</b>	<b>15.88</b>

**C.** How do you most often travel in Florida?

- 81** Car
- 5** Van
- 0** Taxi
- 12** Truck/Sport Utility Vehicle
- 0** Motorcycle
- 0** Bus
- 1** Other (please specify)

**D.** Which of these alternative travel modes, if any, have you used in the last 12 months?

- 11** Carpool
- 0** Vanpool
- 18** Walk
- 5** City Bus
- 17** Bicycle
- 65** None/Don't Know/Refused

**E.** Please indicate whether you are male or female.

- 45** Male
- 55** Female
- 0** Prefer not to answer

**F.** Please check the box that best describes your age.

- 0** 18-24
- 7** 25-34
- 16** 35-44
- 27** 45-54
- 19** 55-64
- 12** 65 or older
- 18** Prefer not to answer

G. With which racial or ethnic group do you best identify?

- 71 White
- 10 African American, Jamaican, or other Caribbean Islanders
- 12 Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture
- 1 Asian & Asian American, Pakistanis, Indian, and Pacific Islanders
- 0 American Indian or Alaskan
- 3 Other
- 2 Prefer not to answer

*We welcome any comments regarding our services. Residential drivers comments for District 4;*

- Quit closing lanes on highways
- The HOW lane needs to be readdressed for its use during peak traffic times, and the non-use by single drivers causes for major congestions in the other lanes, and unsafe driving conditions.
- Eliminate the use of cell phones on the highway. Road signs and markings on Indiantown Rd and I-95 and areas past it...ex. Like in Martin county, is very poor visibility due to poor lighting. More conven...
- I think they are wasting money on this "beautification" crap. The main purpose of the highway is to get where you are going, not to look pretty.
- Satisfied with the paths, although she wished they went past North of Boyden beach, the sidewalks and bike paths are great, turnpike has a high speed limit which is wonderful, finish construction on the turnpike.
- Dissatisfied with the amount of time projects take to complete, with no notification about a timeline.
- Standardized speed limits on all interstates, make one limit for all 3 interstates, because it gets confusing. Police are the ones breaking the speed limits all the time, and they should be the ones setti...
- Name: Michael Lightpub: it was raining and on Beneva Rd and 17th St there is a very big and deep pot hole that his car fell into and this threw his car out of alignment, and he wants to be reimbursed for it.
- (note) why can they not make a overpass or tunnel because the traffic is unbearable? Larger cities have this why can't we?
- The turnpike is poorly set-up with the toll booths located in the center of the roadway - the fact that they still have toll booths and are collecting money for the payment of them is a disgrace to the sta...
- Do more for bike paths in Sarasota county. I would be happy - kids can go more places. Not enough bike facilities in this county.
- 595 and 75 crossing and State Rd 84 needs some type of barrier to prevent cars from going in water.

I95 and road 60 they have cones going on for miles; also, they need to finish one construction project before they start another

- I want them to make the road smoother when they are doing work. It messes up the alignment up on SUV vehicles.
- Work faster on construction, patch A1A better, poor road condition, too many signs, no more 2-lane roads, no parking on state highway.
- The Sarasota city bus system is very bad.
- I think the law should be changed so that bicycles are not allowed to ride two or three abreast. It causes accidents.
- There are numerous cases of signs which are covered up by trees and he sees this is as an aspect of the maintenance which is not kept up.
- When they do the job it takes a heck of a long time...when they do a job they stop for a couple of weeks, and don't complete projects on time
- She likes that every street has a left hand turn lane and that at the intersections there is always a green arrow. She likes driving in Sarasota very much
- Build a wall when they do construction on the turnpike in Boca Raton
- The exits are constructed so that the exits create a sudden adjustment to get off, on the exit. You are forced to change lanes too often.
- It should add more lanes on each highway i-95 and US 1.
- She said she is happy with the highway, but there are people walking on the side and there are no sidewalks so this very dangerous because they could hit them.
- They need to fix their roads. They are just lousy roads. People need to get off the cell phones and stop causing accidents.
- More law enforcement on the interstate because of speeders, they just almost run me over and I go 10 miles over the speed limit
- Main roads need to be numbered for particularly older people numbers should be marked on buildings in order to help prevent accidents; need to finish roads quicker in particular by sample rd. And feder...
- Very dissatisfied with SR 60; is in dire need of up-grade; 2 lanes
- Construction zones are terrible - always something to swerve around - try to keep roads clear while working
- Traffic is bad!
- Congestion is unbearable.
- I think that the roads are much too congested. They need more public transportation so that the older people have a way to get around.

**District 5**  
**Florida Department of Transportation**  
**Satisfaction Survey for Florida Residents**

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates or highways with U.S. numbers or S.R. numbers.

.....  
**Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question. Row percentages generally total 100.<sup>1</sup> Each cell represents the percentage of respondents in each response category for each question. Columns represent the percentage of respondents that named a response category for an entire question set. Columns may be used to gain an overall assessment of how respondents viewed each section, by response category.**

**PART I**

Questions below deal with **how well a driver is able to see key signing and road markings**. Please indicate how well the following items assist you when traveling on the State Highway System near your area:

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. Spacing of exits and crossroad signs allow me enough time for travel decisions.	13	71	12	2	2
B. Overall, road signs are visible.	14	75	11	0	0
C. During the day, the visibility of roadway striping and markings is good.	12	78	9	0	0
D. At night, the visibility of roadway striping and markings is good.	6	56	27	4	6
E. Road signs are clearly readable.	8	78	13	0	1

<sup>1</sup> Due to rounding, sometimes the percentages do not total to 100.

**PART II**

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

- A. Have you traveled through a FDOT construction project in the last 12 months?      Yes **87**      No **13**

If you answered no to II-A, please skip to Part III. If you answered yes to question II-A, please proceed to question II-B.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>B.</b> When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	4	41	38	14	4
<b>C.</b> When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	8	73	16	2	0
<b>D.</b> Construction zones were clearly marked.	10	77	11	1	0
<b>E.</b> Construction zones were safe to travel through.	5	58	30	5	1
<b>F.</b> When road construction was in progress, I was easily able to access local businesses.	2	39	48	9	1
<b>G.</b> Construction projects on state roads were completed in a timely manner.	1	33	43	18	6
<b>H.</b> I was satisfied with the results of completed FDOT projects.	5	79	9	1	5

### **PART III**

The following questions relate to travel on the State Highway System in your area. Please indicate your level of agreement with the following statements.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>A.</b> I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	5	52	31	11	1
<b>B.</b> I am satisfied the amount of time it takes to travel <b>between</b> cities or towns	3	62	26	7	3
<b>C.</b> The overall level of traffic congestion on the State Highway System is acceptable.	2	38	41	17	2
<b>D.</b> Posted speed limits on the State Highway System are reasonable.	5	77	15	3	0
<b>E.</b> Most vehicles remain within the speed limits on the State Highway System.	0	20	54	24	2
<b>F.</b> Roadsides on the State Highway System are attractive.	2	71	18	3	6
<b>G.</b> Roadsides on the State Highway System are kept free of litter.	6	79	14	2	0

**PART IV**

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Initially we would like to know:

- A. Have you used public transportation in the in the last 6 months?

Yes **3**

No **97**

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
B. Public transportation in my area meets my needs.	13	25	25	38	0
C. I would use public transportation if it were more convenient.	38	25	25	13	0

**PART V**

Please rate your overall satisfaction with these aspects of the State Highway System.

Item	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall safety on state roads.	6	67	22	4	2
B. Sidewalks on state roads.	0	38	35	8	18
C. Bicycle facilities on state roads.	2	26	39	20	13
D. Overall smoothness of the roads in the State Highway System.	7	63	24	6	0
E. The overall transportation system provided by FDOT.	4	60	16	5	15

**PART VI**

To help us ensure that we are reaching all segments of Florida's diverse population, please tell us a little bit about yourself.

- A. How many years have you been driving in Florida? \_\_\_\_\_

Less than a year to 5 years	19.49
6 to 10 years	12.29
11 to 15 years	14.40
16 to 20 years	15.25
21 to 25 years	12.70
26 to 30 years	8.05
31 to 35 years	3.81
36 to 40 years	5.08
More than 40 years	8.88

**B.** In which county do you drive the most? \_\_\_\_\_

<b>5 ,BREVARD</b>	<b>20.34</b>
<b>18 ,FLAGLER</b>	<b>0.85</b>
<b>35 ,LAKE</b>	<b>8.90</b>
<b>42 ,MARION</b>	<b>9.32</b>
<b>48 ,ORANGE</b>	<b>35.59</b>
<b>49 ,OSCEOLA</b>	<b>4.66</b>
<b>59 ,SEMINOLE</b>	<b>5.51</b>
<b>60 ,SUMTER</b>	<b>0.85</b>
<b>64 ,VOLUSIA</b>	<b>13.98</b>

**C.** How do you most often travel in Florida?

- 80** Car
- 8** Van
- 0** Taxi
- 11** Truck/Sport Utility Vehicle
- 0** Motorcycle
- 0** Bus
- 0** Other (please specify)

**D.** Which of these alternative travel modes, if any, have you used in the last 12 months?

- 13** Carpool
- 1** Vanpool
- 22** Walk
- 5** City Bus
- 18** Bicycle
- 61** None/Don't Know/Refused

**E.** Please indicate whether you are male or female.

- 49** Male
- 51** Female
- 0** Prefer not to answer

F. Please check the box that best describes your age.

- 0 18-24
- 7 25-34
- 13 35-44
- 27 45-54
- 17 55-64
- 16 65 or older
- 19 Prefer not to answer

G. With which racial or ethnic group do you best identify?

- 82 White
- 7 African American, Jamaican, or other Caribbean Islanders
- 8 Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture
- 2 Asian & Asian American, Pakistanis, Indian, and Pacific Islanders
- 0 American Indian or Alaskan
- 2 Other
- 0 Prefer not to answer

.....  
*We welcome any comments regarding our services. Residential driver comments for District 5;*

- Well I haven't a lot but I guess they are doing the best they can. At least they are trying to keep the cost down. State rd. 44 from Eustis to Deland should be widened to take pressure off i-4.
- I think they're trying but I think they're about 15 years behind.
- Do something about the traffic and congestion, and it takes too long to complete construction, and they need to add more lanes to i-4 in Orlando, and also she thinks the toll system is out of control (mean
- They cut the grass well
- Need more sidewalks and more space for bicycles
- Old people have no way of transportation to cities b/w Marion and Putnam county; huge pot holes; not easily accessible roads ; bad area @ 326 and 441; construction in towns cause havoc; more driver's lice
- I think their uniforms on the toll roads are fantastic. I do get frustrated on I-4 when the construction is supposed to be out of there at 6a and they're not out until 8a. I am concerned about unsafe driv...
- On secondary state roads such as SR 3 aren't wide enough...ala isn't wide enough, shoulders aren't wide enough
- I received a ticket for speeding in a construction zone when there were no construction vehicles there or workers. It was Sat. afternoon and that makes me mad. If there are no vehicles there and the constru...

- Slow in getting something built on the road...takes so long to finish a project
- The worst road in her area is 192 and they have been working on it for a long time and it's still a mess.
- Too much construction and too long to fix it
- I think they are trying to keep up with the various problems but the growth rate is faster than they can handle....but at least they are trying
- Wish they had more public transportation. (not just for herself, but for other people in her area).
- We could use more high speed rails and they need to be off the ground
- More vigilance with drunk drivers and reckless drivers is needed
- We need to expand and improve our overall road system. We are growing, we need to do something to keep up.
- Need to smooth out roads get rid of potholes
- We need more sidewalks and bicycle access
- Improve road safety
- Need better public transport system in the town
- St. Lucie county is not large enough to accommodate all of the holiday traffic and there should be alternatives
- Road to New Smyrna beach on US 1....please finish it
- Finish Route 1
- The route to St. Pete Tampa Sarasota areas we need better roads like an interstate besides 70 and 60 possibly 4 lane for no stop and go travel.
- I-4 is really bad and has to be fixed must keep up roadways with growth in cities
- Some of the roads around here are toll roads and local politicians drop the speed limits on competing roads to promote more traffic on their toll roads. In an example, a road there used to be a 70 mph lim...
- Said it's pretty lousy
- The population is growing rapidly and they are unable to keep up
- He said to fix the roads...b/c he use to have a low rider car and he spent 200\$ just getting tires fixed...b/c the roads would have a lot of problem she doesn't have that kind of car but the roads are stil...
- Paint the stripes again because you can't see at night or in the rain...Rt. 92
- I think that we need to do something with route 4. I think it is going to create a big deal with growth here.
- I just think they need to get on the contractors more to get their jobs done.
- ALA needs some work

- ❑ I would like to see more transportation for commuters specifically, the whole I-4 corridor between Daytona and Tampa. Orlando is terrible. I would like see alternative routes or trains. Traffic is so bad
- ❑ They need to get somebody to lobby for more money so they can get the front of the 8 ball instead of behind it
- ❑ Safer sidewalks and bus stops and bike paths more accessible...more safety concerns
- ❑ Considering Orlando is a tourist town, the buses don't go in certain areas, they don't have enough buses to cover all areas, don't run late enough
- ❑ Enforce the speed limits in the construction zones
- ❑ Too many road signs that makes driving very confusing
- ❑ She thinks everything is fine.
- ❑ People speeding go 90 on a 70 mph highway children that don't wear seatbelts.
- ❑ The only thing he is dissatisfied with is traffic, and law enforcement. I don't feel that speed limits, etc, are enforced strongly enough.
- ❑ More public transportation better road signs more stringent driving tests stiffer fines for unsafe vehicles
- ❑ "all the experience I have had with the FDOT was satisfactory."
- ❑ They just need to be quicker in repaving smaller roads instead of repaving those that don't really need it.
- ❑ Thinks more roadways better roadways wider
- ❑ Need better east west system from Brevard. Has to drive to Cocoa Beach just to get out of the county. 192 is terrible north and south are good but need to do something about the east and west highway
- ❑ Completed Wickem Rd excellently, Dairy Rd took very long time to complete.
- ❑ I think route 40 should be 4 lanes all the way across. We need a highway that comes from the east coast to the west coast across the north central part of Florida. Route 40 is dangerous.
- ❑ State tax on gas is not being used on highways - we are not getting our money's worth.
- ❑ They sublet contracts to do roads and each contractor takes his own time and the road never gets finished - highway 192 has been under construction for four years - many businesses have shut down - sizzler...
- ❑ They have a tough problem, but are doing really well, but add other roads instead of more lanes to existing roads
- ❑ More warning when there there's a crew ahead working on the road, so people can get over
- ❑ They come up with alternative transportation.
- ❑ Related to roads in Orlando: traffic would be more efficient by removing tolls. Affects which roads are traveled. Waste taxpayers money because roads are not used.

- Stop talking about I4 and finish it
- As far as patrolling and speed are concerned 18 wheelers just go too fast. There are just too many and I should not be passed by them. All over the state of Fl. People get killed and hit by these trucks
- I would like to see the feasibility of light rails gone over again.
- They could be better, need to improve the speed limits.. May be lower limits, especially with semis. FHP should ticket more semis for tailgating.
- Lived in Orlando for over 40 years and feels it has the most inadequate roads he's ever seen. They have 1960's roads now in the year 2000 .
- Stop sign on average should be a little lower to make more visible to drivers
- She'd like to see the roads widened to better handle the high levels of traffic in the state.
- SR 436 the iron posts merge you in and aren't readily visible. The roads signs for the exits should be before and not after the exit.
- More law enforcement should be available to catch the speeders.
- I believe that other than the time it takes to complete a project they do pretty well
- Problems with growth of fl. Should get more money to do more stuff.
- They do a fine job
- I think they are doing a good job overall, but some improvements are needed such as increasing speed limits by 5 mph.
- Slow on construction and not fair to businesses on Magnolia and SR 200 has heavy traffic hard to get in and out
- They need to concentrate more on availability for walking and bicycles for alternative transportation particularly state road 3.merritt island to Satellite Beach
- Trying to make medians look better by putting trees in, makes visibility difficult.
- I wish they would finish the construction on 246
- They need to put a lot more money into safety for pedestrians and bike riders....separated lanes preferably...and transit (tri rail) needs to be a priority instead of increasing lanes on highways...the t...
- People drive fast on the highway. Not enough police to control that.
- Fix I-4, and put in the rapid rail system
- Do not increase the speed limits on the roads. On I-95 within the 20 mile radius are no state troopers or officers and if there was an emergency out there, there would be no one there to help them.
- Thinks public transportation takes way to long or he would use is.. How long do you plan on taking tolls been too long.. And nobody likes I-4..
- There is a spot on 441, where lighting is bad, and there should be a traffic light there.

## **District 6**

### **Florida Department of Transportation Satisfaction Survey for Florida Residents**

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates or highways with U.S. numbers or S.R. numbers.

.....

**Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question. Row percentages total 100.<sup>1</sup> Each cell represents the percentage of respondents in each response category for each question. Columns represent the percentage of respondents that named a response category for an entire question set. Columns may be used to gain an overall assessment of how respondents viewed each section, by response category.**

#### **PART I**

Questions below deal with **how well a driver is able to see key signing and road markings**. Please indicate how well the following items assist you when traveling on the State Highway System near your area:

<b>Item</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>
<b>A.</b> Spacing of exits and crossroad signs allow me enough time for travel decisions.	<b>13</b>	<b>72</b>	<b>10</b>	<b>4</b>	<b>1</b>
<b>B.</b> Overall, road signs are visible.	<b>16</b>	<b>71</b>	<b>11</b>	<b>1</b>	<b>0</b>
<b>C.</b> During the day, the visibility of roadway striping and markings is good.	<b>18</b>	<b>69</b>	<b>11</b>	<b>1</b>	<b>2</b>
<b>D.</b> At night, the visibility of roadway striping and markings is good.	<b>9</b>	<b>52</b>	<b>31</b>	<b>5</b>	<b>3</b>
<b>E.</b> Road signs are clearly readable.	<b>13</b>	<b>75</b>	<b>10</b>	<b>2</b>	<b>0</b>

<sup>1</sup> Due to rounding, sometimes the percentages do not total to 100.

#### **PART II**

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

- A.** Have you traveled through a FDOT construction project in the last 12 months?      Yes **79**      No **21**

If you answered no to II-A, please skip to Part III. If you answered yes to question II-A, please proceed to question II-B.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>B.</b> When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	7	39	39	14	1
<b>C.</b> When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	9	65	21	4	1
<b>D.</b> Construction zones were clearly marked.	9.5	73	13.5	2.5	1.5
<b>E.</b> Construction zones were safe to travel through.	5.5	52.5	35.5	5	1.5
<b>F.</b> When road construction was in progress, I was easily able to access local businesses.	3	27	51	15	5
<b>G.</b> Construction projects on state roads were completed in a timely manner.	5	31	41	19	5
<b>H.</b> I was satisfied with the results of completed FDOT projects.	10	61	20	4	6

### **PART III**

The following questions relate to travel on the State Highway System in your area. Please indicate your level of agreement with the following statements.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>A.</b> I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	4	33	39	22	2
<b>B.</b> I am satisfied the amount of time it takes to travel <b>between</b> cities or towns	4	45	37	10	4
<b>C.</b> The overall level of traffic congestion on the State Highway System is acceptable.	1	27	39	33	1
<b>D.</b> Posted speed limits on the State Highway System are reasonable.	6	76	15	3	0
<b>E.</b> Most vehicles remain within the speed limits on the State Highway System.	2	24	51	22	2
<b>F.</b> Roadsides on the State Highway System are attractive.	4	59	28	2	6
<b>G.</b> Roadsides on the State Highway System are kept free of litter.	5	68	22	3	2

**PART IV**

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Initially we would like to know:

- A. Have you used public transportation in the in the last 6 months?

Yes **22**

No **78**

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
B. Public transportation in my area meets my needs.	7	43	25	23	2
C. I would use public transportation if it were more convenient.	20	70	7	0	4

**PART V**

Please rate your overall satisfaction with these aspects of the State Highway System.

Item	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall safety on state roads.	7	60	24	7	2
B. Sidewalks on state roads.	6	53	21	5	15
C. Bicycle facilities on state roads.	3	31	36	11	19
D. Overall smoothness of the roads in the State Highway System.	8	68	17	5	2
E. The overall transportation system provided by FDOT.	5	56	22	6	11

**PART VI**

To help us ensure that we are reaching all segments of Florida's diverse population, please tell us a little bit about yourself.

- A. How many years have you been driving in Florida?

Less than a year to 5 years	26.96
6 to 10 years	14.46
11 to 15 years	12.89
16 to 20 years	15.62
21 to 25 years	8.98
26 to 30 years	7.03
31 to 35 years	3.90
36 to 40 years	5.08
More than 40 years	5.07

**B.** In which county do you drive the most? \_\_\_\_\_

**13 ,DADE**                      **94.53**

**44 ,MONROE**                    **5.47**

**C.** How do you most often travel in Florida?

**87** Car

**2** Van

**0** Taxi

**9** Truck/Sport Utility Vehicle

**0** Motorcycle

**1** Bus

**0** Other (please specify)

**D.** Which of these alternative travel modes, if any, have you used in the last 12 months?

**18** Carpool

**4** Vanpool

**21** Walk

**14** City Bus

**19** Bicycle

**54** None/Don't Know/Refused

**E.** Please indicate whether you are male or female.

**47** Male

**53** Female

**0** Prefer not to answer

**F.** Please check the box that best describes your age.

**1** 18-24

**15** 25-34

**16** 35-44

**24** 45-54

**18** 55-64

**16** 65 or older

**10** Prefer not to answer

G. With which racial or ethnic group do you best identify?

- 36 White
- 14 African American, Jamaican, or other Caribbean Islanders
- 44 Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture
- 3 Asian & Asian American, Pakistanis, Indian, and Pacific Islanders
- 1 American Indian or Alaskan
- 4 Other
- 1 Prefer not to answer

*We welcome any comments regarding our services. Residential driver comments in District 6;*

- I would like to see the 18 mile stretch widened or evacuated during a hurricane. I would like to see traffic congestion on Big Pine Key straightened out.
- Reflectors on I-75, as road is dark.
- Drivers are at fault....speedy...ignore driver regulations...people need to renew their license more frequently...need to know how drive by being tested again.
- Need mass transit, they need to stop tearing up all roads at the same time...leaving drivers no alternatives...this make drivers frustrated and then drivers make unwise decisions, which then cause accidents...
- We don't have much to complain about since she has been in other countries and seen their roadways.
- Too much construction.
- Fix the 18 mile stretch to make it safer
- Dade county needs help....they need to educate drivers...they give driver's licenses to people who don't speak English so how can they read English to know what street signs say....
- Too much traffic.
- Certain exits off the turnpike are too backed up...they should put in another lane like a right turn lane
- They are doing the best they can with the monies given to them but people aren't patient. Florida drivers do not signal and they don't know how to drive in the rain. Everyone should learn how to drive in s
- She is in the rural area. It is very difficult if someone does not have a car and it is hard to get to the metro rail. Bike path are few and far between and she has to ride on the sidewalk and has to veer...
- Very slow easing up traffic in Miami
- Needs more pedestrian oriented planning and alternative methods of transit.
- It's o.k. and US 1 has too many lights at night and over congestion.
- They should be a little more concerned with people's safety and create for more mass transit.

- Too much taxes are paid for what we get and the tolls are enormous
- I would like to see the 18 mile stretch widened or evacuated during a hurricane. I would like to see traffic congestion on Big Pine Key straightened out.
- Reflectors on I-75, as road is dark.
- Drivers are at fault....speedy...ignore driver regulations...people need to renew their license more frequently...need to know how drive by being tested again.
- Need mass transit, they need to stop tearing up all roads at the same time...leaving drivers no alternatives...this make drivers frustrated and then drivers make unwise decisions, which then cause accidents...
- We don't have much to complain about since she has been in other countries and seen their roadways.
- Too much construction.
- Fix the 18 mile stretch to make it safer
- Dade county needs help....they need to educate drivers...they give driver's licenses to people who don't speak English so how can they read English to know what street signs say....
- Too much traffic.
- Certain exits off the turnpike are too backed up...they should put in another lane like a right turn lane
- They are doing the best they can with the monies given to them but people aren't patient. Florida drivers do not signal and they don't know how to drive in the rain. Everyone should learn how to drive in s
- She is in the rural area. It is very difficult if someone does not have a car and it is hard to get to the metro rail. Bike path are few and far between and she has to ride on the sidewalk and has to veer...
- Very slow easing up traffic in Miami
- Needs more pedestrian oriented planning and alternative methods of transit.
- It's o.k. and US 1 has too many lights at night and over congestion.
- They should be a little more concerned with people's safety and create for more mass transit.
- Too much taxes are paid for what we get and the tolls are enormous
- In south Dade, some of the state roads, like Quail Roost, Hanlin, and Eureka are usually the last to be repaired and they very badly need it. Lots of semi-trucks travel through south Dade b/c of the flower...
- Signs need to be made more visible and more explanatory. To be able to get around town more easy.
- I think that in Miami and Broward county really needs to improve with its services, i.e. Buses, it takes too long the routes are too irregular, and too full, in Oakland, California it is very good.
- Need more stoplights on overseas highways better turning lanes,

- It is the worst public transportation system
- Do a very nice job of keeping roads clean passable they do the best job they can. Most impressed with cleanliness of the roads I travel on
- Need to go on and finish all the construction because it is a hazard. Need to do something with the crosswalks, because the kids are getting killed. Cops need to be on the scene for motorists running the...
- Traffic congestion is a little bit out of hand
- The plans for the highways are bad
- Response to questions are quick
- Everyone takes the money in their pockets and does nothing for the public. It takes forever for them to finish roads. It has been going on for 2 or 3 days. And she does not feel that anything is going to c...
- Don't like the survey because it forces me to answer questions on two disparate and varying roadways. The only reason I said I am satisfied with FDOT is because the interstate roadway is usually well maint...
- There needs to be more buses because many people wait for too long, it's very difficult. If the government or city wants to help people, they need to offer better public transportation.
- (note) there need to be more buses because many people wait for too long, it's very difficult. If the government or city wants to help people, they need to offer better public transportation.
- Keep building wider roads to accommodate traffic congestion
- she has a problem with people who come from third world countries and don't have prior driving experience - they have no insurance and they are the main cause of the many fatalities that are taking place
- More light on highways
- Control better the speeds, not really a problem with the department, but with the police
- She thinks they should make more expressways because the roads are too congested.
- Grateful for ongoing construction in Dade to alleviate traffic problems
- The streets are not smooth. Too much construction and don't finish on time. It is not good to drive on palmetto because it is very slow and the toll is too high. Have to go on the highway because of work a...
- Trucks are sometimes all over the place, they cause bad traffic, and they drive at unreasonable rates.
- Deberian construir mas autopistas para evitar los rush hours.
- Palmetto and i-95 are way too congested during business hours.
- Roads are congested and it would help if we had some sort of bus or train system like New York...especially in north part of Dade or Broward

- ❑ Thinks you are doing a good job, although it takes too long to get places. He has faith you will find a way to delegate traffic, eliminate gridlock
- ❑ There needs to be more lanes on the highways. Especially on I-95 and the Palmetto Expressway
- ❑ We are very helpful and consistent he said every time that we will call he would stop what he's doing even if it very important , he would do the survey with us. He said that's and hope to hear from us soo...
- ❑ Something should be done so that things cannot be dropped from overpasses, and that cleanup should be more diligent, because things fall off of trucks and people get hurt from construction and debris, land
- ❑ They have a very poorly marked school in the lower keys...Sugarloaf....the blinking light on the highway is badly done, they need an actual stop light that would only be within school time
- ❑ Wish they had more money to improve the roads
- ❑ Too many tolls, tolls are too high for amount of distance given between tolls
- ❑ Improvement of public transportation in Miami, as is there is not enough, and there have been several accidents. Stronger laws to enforce dangerous drivers, who endanger others.
- ❑ He thinks they are bad and they should eliminate the toll system as it exists today and put in the type like they have in California...you pay for all your tolls when you buy your tag or through an additio...
- ❑ Approved of the building of the roads with wide bridges for future construction [lanes]
- ❑ They can always improve the political aspects of the work
- ❑ Flooding control
- ❑ Test for sanity before designing more roads
- ❑ Transportation system is poor. Road is not prepared. Since they do not have proper transportation everyone has to have a vehicle and this adds to the level of congestion on the roads. The highway system I
- ❑ US I and 200 street it's very hard to cross street!
- ❑ Had a flat tire going east on I-95 a policeman went by never stopped the was no call box and no way to get out of road I was there for over an hour . I can't believe that the police went by me and didn't e...
- ❑ The turnpike has far too many tolls, and on 826 construction is taking too long, and is dangerous
- ❑ Need better public transportation in Miami - would help traffic.
- ❑ Shape up!!

## District 7

### Florida Department of Transportation Satisfaction Survey for Florida Residents

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates or highways with U.S. numbers or S.R. numbers.

.....

*Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question. Row percentages generally total 100.<sup>1</sup> Each cell represents the percentage of respondents in each response category for each question. Columns represent the percentage of respondents that named a response category for an entire question set. Columns may be used to gain an overall assessment of how respondents viewed each section, by response category.*

#### PART I

Questions below deal with **how well a driver is able to see key signing and road markings**. Please indicate how well the following items assist you when traveling on the State Highway System near your area:

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. Spacing of exits and crossroad signs allow me enough time for travel decisions.	9	74	12	2	2
B. Overall, road signs are visible.	9	77	13	0	0
C. During the day, the visibility of roadway striping and markings is good.	8	79	10	1	1
D. At night, the visibility of roadway striping and markings is good.	5	54	31	5	5
E. Road signs are clearly readable.	9	76	12	2	1

<sup>1</sup> Due to rounding, sometimes the percentages do not total to 100.

#### PART II

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

- A. Have you traveled through a FDOT construction project in the last 12 months?      Yes **82**      No **18**

If you answered no to II-A, please skip to Part III. If you answered yes to question II-A, please proceed to question II-B.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>B.</b> When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	4	33	47	11	4
<b>C.</b> When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	11	62	23	4	0
<b>D.</b> Construction zones were clearly marked.	9	70	18	3	0
<b>E.</b> Construction zones were safe to travel through.	5	52	33	9	1
<b>F.</b> When road construction was in progress, I was easily able to access local businesses.	3	38	47	9	2
<b>G.</b> Construction projects on state roads were completed in a timely manner.	2	22	52	21	4
<b>H.</b> I was satisfied with the results of completed FDOT projects.	13	65	13	3	6

### **PART III**

The following questions relate to travel on the State Highway System in your area. Please indicate your level of agreement with the following statements.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>A.</b> I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	4	53	33	9	1
<b>B.</b> I am satisfied the amount of time it takes to travel <b>between</b> cities or towns	2	55	33	7	3
<b>C.</b> The overall level of traffic congestion on the State Highway System is acceptable.	2	33	46	18	1
<b>D.</b> Posted speed limits on the State Highway System are reasonable.	4	80	14	3	0
<b>E.</b> Most vehicles remain within the speed limits on the State Highway System.	1	20	50	29	0
<b>F.</b> Roadsides on the State Highway System are attractive.	4	67	22	2	5
<b>G.</b> Roadsides on the State Highway System are kept free of litter.	5	76	15	2	1

**PART IV**

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Initially we would like to know:

A. Have you used public transportation in the in the last 6 months? Yes 6 No 94

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
B. Public transportation in my area meets my needs.	7	53	20	20	0
C. I would use public transportation if it were more convenient.	20	47	33	0	0

**PART V**

Please rate your overall satisfaction with these aspects of the State Highway System.

Item	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall safety on state roads.	5	69	20	4	2
B. Sidewalks on state roads.	3	39	26	9	24
C. Bicycle facilities on state roads.	3	28	35	14	20
D. Overall smoothness of the roads in the State Highway System.	7	66	19	6	1
E. The overall transportation system provided by FDOT.	1	65	17	6	11

**PART VI**

To help us ensure that we are reaching all segments of Florida’s diverse population, please tell us a little bit about yourself.

A. How many years have you been driving in Florida?

Less than a year to 5 years	19.20
6 to 10 years	14.80
11 to 15 years	16.40
16 to 20 years	18.80
21 to 25 years	9.60
26 to 30 years	11.20
31 to 35 years	3.60
36 to 40 years	2.80
More than 40 years	3.60

**B.** In which county do you drive the most? \_\_\_\_\_

<b>9, CITRUS</b>	<b>4.00</b>
<b>27, HERNANDO</b>	<b>4.00</b>
<b>29, HILLSBOROUGH</b>	<b>41.20</b>
<b>51, PASCO</b>	<b>14.00</b>
<b>52, PINELLAS</b>	<b>36.80</b>

**C.** How do you most often travel in Florida?

- 82** Car
- 4** Van
- 1** Taxi
- 11** Truck/Sport Utility Vehicle
- 1** Motorcycle
- 0** Bus
- 1** Other (please specify)

**D.** Which of these alternative travel modes, if any, have you used in the last 12 months?

- 14** Carpool
- 2** Vanpool
- 16** Walk
- 3** City Bus
- 15** Bicycle
- 68** None/Don't Know/Refused

**E.** Please indicate whether you are male or female.

- 43** Male
- 57** Female
- 0** Prefer not to answer

**F.** Please check the box that best describes your age.

- 0** 18-24
- 9** 25-34
- 18** 35-44
- 24** 45-54
- 20** 55-64
- 10** 65 or older
- 18** Prefer not to answer.

**G. With which racial or ethnic group do you best identify?**

- 79 White
- 7 African American, Jamaican, or other Caribbean Islanders
- 8 Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture
- 1 Asian & Asian American, Pakistanis, Indian, and Pacific Islanders
- 1 American Indian or Alaskan
- 2 Other
- 2 Prefer not to answer

*We welcome any comments regarding our services. Residential driver comments in District 7.*

- State rd 54 needs to be widened; there are too many road subdivisions without providing the proper roadways to handle the fast rate of population*
- The veterans are wonderful*
- Worst traffic on Ulermton rd.*
- All signs should be enlarged.*
- Need to be smoother lots of holes and ruts.*
- Pot holes that are filled with asphalt do not last. A month later they are worse than they were before.*
- 30 needs to be wider & needs bike lanes*
- They take so much time getting projects done and it seems like a waste. they widen roads and then have to do it again a few years later*
- The growth in the state is so rapid that he understands the difficulty of keeping the roads safe. It is just going to take close supervision and monitoring of the growth. Also people are going to have to s...*
- The ongoing problem on highway 19 - too much traffic, not built to accommodate the traffic that flows, too many exits and entrances from businesses, no frontage roads, no police watching traffic - a lot of...*
- Knows very little*
- If they are going to put in new roads or repair them they should do it faster than what they are doing.*
- Bike routes*
- They need to crack down on the people that don't stay within the speed limits - especially the trucks - they drive way too fast. They also need to start showing you what lanes to get into as you approach e...*
- Hurry up and get the Suncoast highway built*

- ❑ *When we have had problems on the highway police officers have always been courteous*
- ❑ *They need to patrol 19 better because there are too many tailgaters.*
- ❑ *They have good ongoing projects*
- ❑ *Work on the congestion within the Saint Petersburg and Tampa area. There are way too many fatalities.*
- ❑ *Do something about getting from north end of county to south end and do something about the interchange at i 4 and 275 because there are extremely bad traffic jams every day*
- ❑ *Projects take too long*
- ❑ *Construction takes too long and some parts of i-4 are terribly bumpy.*
- ❑ *Live in Westly Chapel area of Pasco county - they have complained many times about traffic congestion (local level) and it just seems that they are very behind on updating roads.*
- ❑ *US 19 has been made into 3 lanes on both sides but there's still too much traffic because of the tourists*
- ❑ *I'm trusting that they are taking care of i-4 and all the improvements that we are reading about will actually happen.*
- ❑ *It seems like it takes a long time to do things around here. I-4 is a huge construction zone.*
- ❑ *Road rage in the city and construction between Orlando and Tampa is a mess*
- ❑ *I wish they would finish construction projects quicker.*
- ❑ *A lot of the time the work that they do is not quality and often the pavement finish is not good.*
- ❑ *Keep fixing the roads.*
- ❑ *Traffic lights need to be in synchronized. Travel patterns should be monitored and controlled through a central system (computers can do this) . Level roads, so it doesn't launch the car up and down.. This would...*
- ❑ *Like the little yellow cars that come.. But still takes too long to get off the highway after an accident*
- ❑ *Needs improving*
- ❑ *Intersection of 38th ave. And NE shopping center, very dissatisfied because the people driving west bound have the setting sun at rush hour. Many accidents have occurred ( her daughter was injured there)*
- ❑ *Would like to have a connection between 75 ns intersection at 275. There is no way to get southbound to 75, to build a fly over from 75 to 275 .*

- ❑ *Construction projects seem to take forever. Not enough lighting in pasco county*
- ❑ *Doing great work , need more roads.*
- ❑ *That I-4 is a total nightmare and it terrible at best . East bound exits 5 to 7 they left all of the old lane markings and when it rains it is dangerous .*
- ❑ *Fairly good*
- ❑ *They are adequate in FL, but in the Tampa Bay area they need more long term planning.*
- ❑ *Got to do better than 19*
- ❑ *Sr 56,54 and i-75 are very unsafe @ this time*
- ❑ *I-4 lead in from i-275 is too short*
- ❑ *Need to look further ahead to keep up with population needs*
- ❑ *They were putting money aside to develop the bullet train but spent it on something else. Traveling from Tampa to Miami would have been great*
- ❑ *Synchronize the lights on us 19... Stopping at every red light is annoying*
- ❑ *If they would improve public transportation. It would be so much better if they had it here. Public transportation as it is now is not feasibly usable.*
- ❑ *They need to fix us 19. They also need to decrease the speed limit on that road because there are red lights.*
- ❑ *FDOT does not pay attention to the citizens. We need more modes of transportation, biking, roads and facilities and walking paths. This solution will help cause less congestion and more safety.*
- ❑ *Need to fix i-4 before the Superbowl, because it will cause more accidents and insurance rates will go up*
- ❑ *There should be better bus routes and more bus services at night. They should be available every 1/2hr also. There should be a bus route around where Busch and 56 meet.*
- ❑ *Does not like 3 way highways*
- ❑ *Try to fix pot holes quicker and landscaping needs to be a little neater signs are difficult to read in her area*
- ❑ *Less expansion lower speed limits add more traffic lights and add the bullet train, better city transportation saving the eco system closely scrutinize and follow up on developers on proposals save the en...*
- ❑ *Too many people coming in too fast to keep up with the services. Otherwise, they are doing a good job.*

- ❑ *They take too long and they should not have so many parallel routes at the same time*
- ❑ *There is a street near her home that is very dangerous intersection, and something should be done about it.*
- ❑ *There are too many potholes*
- ❑ *Need to check county roads more instead of having the residents being responsible for calling in requests.*
- ❑ *They should put reminders of how to drive on billboards and signs...like rules and regulations, for example, seat belt reminders.*
- ❑ *Tricky places on 275 near Tampa....and Howard Franklin is real bad*
- ❑ *Fines are way too high*
- ❑ *I 4 going out of Tampa has been under ...construction for years and they need to finish... It's dangerous at night and dividers are confining*
- ❑ *Our roads are much better than the ones in Texas*
- ❑ *On i-275 approaching exit 16 going north it should say last exit before Tampa.*
- ❑ *It takes a very long time for these road projects, and I know they are not completed over night, but I-4 and 92 are taking forever.*
- ❑ *Stuff falling off of the backs of vehicles, and motorcycles driving without helmets, these are my concerns.*
- ❑ *She thinks they need to fix the roads I-4 (Westbound) from 40th to Orient rd.*
- ❑ *Always late doing projects but when it is completed it is done to satisfaction.*
- ❑ *They are bad! The public transportation system is bad!*
- ❑ *I-4 is a death trap; started construction and never finished it--when start; need to finish*
- ❑ *Sometimes the street signs are not visible because of the trees.*

# Statewide

## Florida Department of Transportation Satisfaction Survey for Florida Residents

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates or highways with U.S. numbers or S.R. numbers.

.....  
**Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question. Row percentages generally total 100.<sup>1</sup> Each cell represents the percentage of respondents in each response category for each question. Columns represent the percentage of respondents that named a response category for an entire question set. Columns may be used to gain an overall assessment of how respondents viewed each section, by response category.**

### PART I

Questions below deal with **how well a driver is able to see key signing and road markings**. Please indicate how well the following items assist you when traveling on the State Highway System near your area:

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. Spacing of exits and crossroad signs allow me enough time for travel decisions.	13	74	9	2	1
B. Overall, road signs are visible.	14	75	10	1	1
C. During the day, the visibility of roadway striping and markings is good.	15	74	10	1	1
D. At night, the visibility of roadway striping and markings is good.	8	56	28	5	4
E. Road signs are clearly readable.	12	76	10	1	1

<sup>1</sup> Due to rounding, sometimes the percentages do not total to 100.

### PART II

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

A. Have you traveled through a FDOT construction project in the last 12 months?      Yes    **86**    No    **14**

If you answered no to II-A, please skip to Part III. If you answered yes to question II-A, please proceed to question II-B.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>B.</b> When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	6	41	38	11	4
<b>C.</b> When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	13	67	17	3	0
<b>D.</b> Construction zones were clearly marked.	13	73	12	2	0
<b>E.</b> Construction zones were safe to travel through.	6	58	29	6	1
<b>F.</b> When road construction was in progress, I was easily able to access local businesses.	3	40	43	10	3
<b>G.</b> Construction projects on state roads were completed in a timely manner.	3	29	44	18	6
<b>H.</b> I was satisfied with the results of completed FDOT projects.	10	71	11	3	5

### **PART III**

The following questions relate to travel on the State Highway System in your area. Please indicate your level of agreement with the following statements.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
<b>A.</b> I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	6	52	31	11	1
<b>B.</b> I am satisfied the amount of time it takes to travel <b>between</b> cities or towns	5	62	26	6	2
<b>C.</b> The overall level of traffic congestion on the State Highway System is acceptable.	2	42	38	17	1
<b>D.</b> Posted speed limits on the State Highway System are reasonable.	7	76	15	3	0
<b>E.</b> Most vehicles remain within the speed limits on the State Highway System.	1	22	51	25	1
<b>F.</b> Roadsides on the State Highway System are attractive.	4	68	21	2	5
<b>G.</b> Roadsides on the State Highway System are kept free of litter.	6	72	18	3	2

**PART IV**

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Initially we would like to know:

- A. Have you used public transportation in the in the last 6 months?

Yes **9**

No **91**

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
B. Public transportation in my area meets my needs.	<b>9</b>	<b>48</b>	<b>24</b>	<b>17</b>	<b>2</b>
C. I would use public transportation if it were more convenient.	<b>22</b>	<b>63</b>	<b>10</b>	<b>1</b>	<b>5</b>

**PART V**

Please rate your overall satisfaction with these aspects of the State Highway System.

Item	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall safety on state roads.	<b>8</b>	<b>68</b>	<b>18</b>	<b>4</b>	<b>3</b>
B. Sidewalks on state roads.	<b>4</b>	<b>45</b>	<b>25</b>	<b>6</b>	<b>19</b>
C. Bicycle facilities on state roads.	<b>3</b>	<b>32</b>	<b>36</b>	<b>12</b>	<b>17</b>
D. Overall smoothness of the roads in the State Highway System.	<b>6</b>	<b>64</b>	<b>22</b>	<b>6</b>	<b>1</b>
E. The overall transportation system provided by FDOT.	<b>3</b>	<b>66</b>	<b>14</b>	<b>4</b>	<b>13</b>

**PART VI**

To help us ensure that we are reaching all segments of Florida's diverse population, please tell us a little bit about yourself.

- A. How many years have you been driving in Florida?

Less than a year to 5 years	<b>19.65</b>	<b>20.22</b>
6 to 10 years	<b>14.51</b>	<b>14.85</b>
11 to 15 years	<b>14.79</b>	<b>14.24</b>
16 to 20 years	<b>15.02</b>	<b>14.55</b>
21 to 25 years	<b>10.14</b>	<b>9.56</b>
26 to 30 years	<b>9.96</b>	<b>10.34</b>
31 to 35 years	<b>4.62</b>	<b>4.51</b>
36 to 40 years	<b>4.70</b>	<b>5.02</b>
More than 40 years	<b>6.62</b>	

B. In which county do you drive the most? \_\_\_\_\_

1,ALACHUA	1.39
2,BAKER	0.11
3,BAY	0.96
4,BRADFORD	0.14
5,BREVARD	3.20
6,BROWARD	10.32
7,CALHOUN	0.07
8,CHARLOTTE	0.99
9,CITRUS	0.82
10,CLAY	0.76
11,COLLIER	1.38
12,COLUMBIA	0.33
13,DADE	12.71
14,DE SOTO	0.16
15,DIXIE	0.08
16,DUVAL	4.89
17,ESCAMBIA	1.87
18,FLAGLER	0.28
19,FRANKLIN	0.07
20,GADSDEN	0.26
22,GLADES	0.06
23,GULF	0.08
25,HARDEE	0.12
26,HENDRY	0.17
27,HERNANDO	0.88
28,HIGHLANDS	0.59
29,HILLSBOROUGH	6.22
30,HOLMES	0.11
31,INDIAN RIVER	0.76
32,JACKSON	0.30
33,JEFFERSON	0.08
35,LAKE	1.33
36,LEE	2.82
37,LEON	1.51
38,LEVY	0.21
39,LIBERTY	0.04

40 ,MADISON	0.11
41 ,MANATEE	1.78
42 ,MARION	1.62
43 ,MARTIN	0.86
44 ,MONROE	0.63
45 ,NASSAU	0.33
46 ,OKALOOSA	1.07
47 ,OKEECHOBEE	0.20
48 ,ORANGE	5.19
49 ,OSCEOLA	0.89
50 ,PALM BEACH	7.26
51 ,PASCO	2.36
52 ,PINELLAS	6.92
53 ,POLK	3.06
54 ,PUTNAM	0.47
55 ,ST. JOHNS	0.71
56 ,ST. LUCIE	1.19
57 ,SANTA ROSA	0.63
58 ,SARASOTA	2.42
59 ,SEMINOLE	2.15
60 ,SUMTER	0.26
61 ,SUWANNEE	0.21
62 ,TAYLOR	0.12
64 ,VOLUSIA	2.96
65 ,WAKULLA	0.12
66 ,WALTON	0.24
67 ,WASHINGTON	0.13

C. How do you most often travel in Florida?

- 79 Car
- 6 Van
- 0 Taxi
- 14 Truck/Sport Utility Vehicle
- 0 Motorcycle
- 0 Bus
- 0 Other (please specify)

**D.** Which of these alternative travel modes, if any, have you used in the last 12 months?

- 13 Carpool
- 2 Vanpool
- 18 Walk
- 6 City Bus
- 15 Bicycle
- 65 None/Don't Know/Refused

**E.** Please indicate whether you are male or female.

- 45 Male
- 55 Female
- 0 Prefer not to answer

**F.** Please check the box that best describes your age.

- 0 18-24
- 10 25-34
- 16 35-44
- 24 45-54
- 19 55-64
- 14 65 or older
- 16 Prefer not to answer

**G.** With which racial or ethnic group do you best identify?

- 71 White
- 9 African American, Jamaican, or other Caribbean Islanders
- 14 Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture
- 2 Asian & Asian American, Pakistanis, Indian, and Pacific Islanders
- 1 American Indian or Alaskan
- 2 Other
- 1 Prefer not to answer

## **Overall Assessment of Residential Drivers in Florida**

In the following paper, we will indicate when a significant difference in the opinions of residential drivers occurred across districts, as well as when the responses were anomalous. We consider a difference of 5 percent in one response category practically significant. In most cases, differences in positive and negative responses were collapsed into binary categories of “agree” and “disagree” to provide an overall assessment of residential drivers’ opinions.

Part I, located in each of the district tables for residential drivers, deals with how well a driver is able to see key signing and road markings. There were no significant differences in I-B, “road signs are visible”, nor in I-C, “the visibility of roadway striping and markings is good during the day.” Statewide, 75% agree and 14% strongly agree with Statement I-B, and 74% agree and 15% strongly agree with Statement I-C.

There is a significant difference between Districts 1 and 7 for Statement I-A, “spacing of exits and crossroad signs allow me enough time for travel decisions.” Only 83% of the responses in District 7 agree and/or strongly agree with this statement, while 94% agree and/or strongly agree in District 1. Significant differences also exist between Districts 1 and 7 for I-D, “at night the visibility of roadway striping and markings is good.” District 1 has 68% that agree or strongly agree with this statement while District 7 only has 59%, a 9% difference between District 1 and District 7. For Statement I-E, “road signs are clearly readable”, 93% of the responses in District 1 agree or strongly agree with this statement, compared to 85% in Districts 7 and 3, an 8% difference between District 1 and Districts 7 and 3.

In general, all districts tend to agree that road signs are visible and that roadway striping and markings are visible during the day. However, Districts 6 and 7 tend to disagree more than any other district for I-A “spacing of exits/crossroad signs allow enough time for travel decisions”, I-D “visibility of roadway striping and markings is good at night,” and I-E “road signs are clearly readable.”

Part II deals with residential drivers’ opinions on various aspects of FDOT construction zones. Statewide, 86% of residential drivers have traveled through an FDOT construction zone in the last 12 months (Statement II-A). Districts tended to disagree more with II-B, II-E, II-F and II-G. II-B (“when FDOT construction projects were initiated in my areas I was notified through media”) yielded a statewide average of 41% that agree with the statement and 6% that strongly agree, whereas 38% disagree and 11% strongly disagree with this statement.

For Statement II-E, “construction zones were safe to travel through,” an average of 58% agree and 6% strongly agree, and 29% disagree and 5% strongly disagree. In District 7, only 57% agree and strongly agree with this statement, a 13% difference from Districts 1, 2 and 3 where 70% of the respondents agree with the statement in each district.

Statewide, 40% agree and 3% strongly agree with II-F, “when road construction was in progress I was able to access businesses easily”, and 44% that disagree and 10% strongly disagree. In District 6, 66% disagree and strongly disagree compared to 43% in District 3.

Statement II-G, “construction projects on state roads were completed in a timely manner,” resulted in a statewide average of 29% that agree and 3% that strongly agree, while 45% disagree and 18% strongly disagree. District 7 stands out with only 24% agree and strongly agree, and 73% disagree and strongly disagree. District 2 stands as well with the highest percentage of agree responses, 37%.

In general, residential drivers tended to agree with II-C, II-D and II-H. Statewide, 67% agree and 13% strongly agree with IIC, “when approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.” For IID, “construction zones were clearly marked,” District 2 stands out with 92% that agree and strongly agree. However, in District 7 only 79% agree and strongly agree. For Statement II-H, “I was satisfied with the results of completed FDOT projects,” District 1 stands out with 87% agree and strongly agree, while District 6 has only 71% agree and strongly agree.

Part III discusses travel on the state highway system. In general, each district was in agreement with the majority of statements in Part III. However, one statement warrants attention: III-E, “most vehicles remain within the speed limit on the state highway system.” Statewide, 22% agree and 1% strongly agree with III-E, and 51% disagree and 25% strongly disagree. In District 5 only 20% agree and strongly agree, compared to 30% in District 3, a 10% difference between the two districts

The responses for III-A and III-C indicate very similar approval ratings. Statewide, 52% agree and 6% strongly agree, while 31% disagree and 11% strongly disagree with III-A, “I am satisfied with the amount of time it takes to travel within my city or town.” Statewide, 42% agree and 2% strongly agree, and 38% disagree and 16% strongly disagree for III-C, “the overall level of traffic congestion on the state highway system is acceptable.”

III-B, III-D, III-F and III-G all yielded very high percents of agree responses. Statewide, 62% agree and 5% strongly agree, and 26% disagree and 6% strongly disagree with IIIB, “I am satisfied with the amount of time it takes to travel between cities or towns.” Districts 1 and 2 have the lowest percent of disagree and strongly disagree responses, 20%, while district 6 had the highest percent of disagree and strongly disagree responses, 47%. Statement III-D, “posted speed limits on the state highway system are reasonable”, produced a statewide response rate of 76% in agreement and 7% in strong agreement, and a rate of 15% in disagreement and 3% in strong disagreement. There are no significant differences across districts for III-D.

Statements III-F and III-G yielded very similar response rates. Statewide, 68% agree and 4% strongly agree, and 21% disagree and 2% strongly disagree with III-F, “roadsides on the state highway system are attractive”. District 4, with the highest percentage of positive responses, received 77% that

agree and strongly agree with the statement and District 6 has the lowest percentage of positive responses, 63%. III-G, “roadsides on the state highway system are kept free of litter,” brought about a positive response rate of 78%, and a negative rate of 21% statewide.

Part IV asks about public transportation. On average, only 9% of residential drivers use public transportation, although 22% of the respondents in District 6 are public transportation users. Districts 1 and 5 have the lowest percent of public transportation users, 3%. Statement IV-B, “public transportation in my area meets my needs,” received, statewide, 48% that agree, 9% that strongly agree, 24% that disagree and 16% that strongly disagree. The highest percent of positive responses falls in Districts 1 and 3 with 71%, and the lowest percent falls in District 5 with 38%. Statewide, 63% agree and 22% strongly agree they would use public transportation if it were more convenient (Statement IV-C).

Part V deals with residential drivers’ overall satisfaction with different aspects of the state highway system. Statewide, 68% agree and 8% strongly agree with V-E, “I am very satisfied with the overall transportation system provided by FDOT.” District 1 reported the highest percent of overall satisfaction, 76% (agree and strongly agree) whereas District 6 reported the lowest percent of overall satisfaction, 61% (agree and strongly agree).